



PUBLIC LIBRARY

Inform. Inspire Include.

Strategic Planning Findings Book and Strategic Retreat Agenda



Engage | Envision | Evolve

Facilitated by
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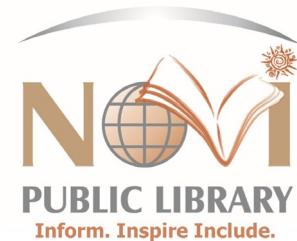
Findings Book

- The following document outlines the research and findings from the stakeholder input and analysis phase of the project.
 - Stakeholder Engagement Summary and Compilation
 - Survey Summary and Results
 - Visual Concept Voting Results
 - Collection Utilization Analysis
 - Demographic Data

Additional analysis and data will also be shared at the retreat.

Strategic Retreat Agenda

**Tuesday March 21st 4PM- 8PM EST
Wednesday March 22nd 9AM-12PM EST**



Overall Agenda

We take a flexible approach to the retreat process to allow the discussions and conversations that emerge from the process aren't restrained by a fixed timeline. The following is a rough approximation of how the day will go.

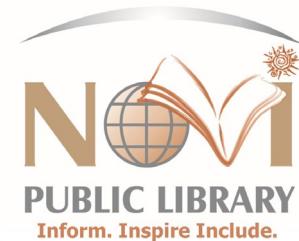
Day 1

- Overview of Day + Individual Intros & Ice Breaker
 - Who you are, Best "Thing" about the Library, & the Most Needed "Thing"
- Values Discussion & Exercise
- Findings Review and Other Shareable Insights : SWOT Discussion
- Values Voting
- Small Group Ideation/Brainstorming
- Mission & Vision Check-In (if time allows)

Day 2

- Key Issues Discussion
- Strategic Initiatives/Ideas Voting
- Plan format preferences discussion
- Strategic Initiatives/Ideas Results Discussion
- Next Steps & Day wrap-up

NPL: Mission, Vision, Values



LIBRARY MOTTO: INFORM. INSPIRE. INCLUDE.

NOVI PUBLIC LIBRARY MISSION STATEMENT:

- Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.

NOVI PUBLIC LIBRARY VISION STATEMENT:

- Novi Public Library is a center of community activity and a source of local pride. It is a library that fulfills the needs of the community in a comfortable, user-friendly, well-staffed facility that is capable of adapting to change.

NOVI PUBLIC LIBRARY VALUES STATEMENT:

- Novi Public Library supports intellectual freedom and access to informational resources for all, while maintaining the privacy of its patrons and providing a safe and secure environment.

Rethinking Libraries held ten community and staff engagement sessions February 7-9, with 125 participants. These participants included staff, both supervisory and non-supervisory, community members, teens, community partners and community leaders.

Novi Community—What do we need to know?

- Novi is a very diverse community with growth in recent years coming from an influx of immigrants from India, Japan and Southeast Asia. Novi is primarily affluent with many holding advanced degrees, though there are pockets of economically disadvantaged families. There is not a downtown. Students congregate at the library after school. Housing costs have risen dramatically. There is traffic congestion, with a lack of public transportation. The schools are good and very demanding.

NPL Perceptions

- The library is viewed as a gem of the community. The library is a sanctuary to many residents. The library is a community hub for many residents. Visionary with some their programs. It can be a very loud library when students are in. Patrons love the kids and youth programs. The library is ahead of the curve. Patrons can be very demanding. There is a high turnover with staff due to salary levels and the perceived grind of the job. The diversity of the staff doesn't reflect the diversity of the community.

What does community want/need from the library?

- The public would like more and varied study spaces. There remains a need to support seniors with technology. The library needs additional space though it is limited at the current site. Consider doing multiple sessions of programs as some kids are locked out due to crowding.

Customer Service—Ease of Use

- There were multiple comments about wayfinding in the library. Customers like the self-checks and the vending when it works. The staff is very helpful when it comes to finding things. Most find the library easy to use. Printing is a huge issue.

Collections

- There were comments seeking additional foreign language titles. MelCat is very helpful with regard to fulfilling requests. Collection planning and weeding not coordinated between departments. Libby and Hoopla getting heavy use.

Youth Services and Spaces (0-7), (8-12) and Teen

- Children's program space is too small for story time.
- Grab and go kits run out very quickly.
- There is really no space for tweens. There were comments that the tween group wasn't being served well with programming as well as space.
- Teens would like a door on their space. Probably should separate the teen social space from the YA collections to provide more access to teens and adults to those materials.
- Many people think the library is very loud in the afternoon. The library is one of the only places to go after school.

Adults

- Continued friction with seniors and teens in the afternoon. Seniors feel pushed upstairs, which doesn't feel as comfortable. Many of book clubs are older white ladies.

STEAM: Technology, Creation Areas, Spaces and Resources

- The ICube is used frequently, both with and without supervision

Meeting Spaces:

- There is a great demand for meeting spaces of all sizes. They get taken very quickly during the day. The café is seen as a welcoming space

Equity, Diversity, and Inclusion

Community Awareness/Connections

- The library is seen as coming a long way in the last few years, however staff feel that training can be more helpful from a tactical standpoint. There were comments to order more diverse books in youth collection. Library is seen positively bringing in diverse programming for different cultures.

Collaboration and Partnerships

- There were comments that suggested the library do more to partner with local schools.

Other Comments

- Hiring practices at the library are a challenge and hiring takes a long time to fill open positions.
- The staff is over extended, with many comments of dealing with a “yes” culture.
- The library should look to other funding other than millage.
- The doorway is not well designed, and the lobby is cold exposing the staff to the wind and cold.
- There were many comments concerning teens behavior and young children being unattended.

COMPILATION OF ALL NOTES FROM NPL COMMUNITY AND STAFF DISCUSSION SESSIONS

What does or could the library do to help you today?

- The library staff helps me with my Kindle.
- Have the adult services help kids find books.
- It was pointed out that the book nook is a great place to find books, cds, and magazines.
- I come when there are free programs to learn about different cultures.
- I've enjoyed the concerts that were held here.
- I would like to have help with my technology.
- I come to the library and I don't know how to search. I could use a place to start.
- Would like Steam kits for older kids.
- Library could offer orientation for new residents.
- Having book clubs at lower reading levels.

Novi Community—What do we need to know?

- This community is made up of Japanese residents who come to work in the auto industry
- The high school is made of 40% of Indian residents
- Lots of Hispanic in community but don't use the library
- Great of migration from Southeast Asia and India and live here because of schools
- Many not interested in becoming involved in the community
- Many residents have advanced degrees
- Novi is a safe and kind community compared to neighboring communities
- There is no downtown in Novi
- Many of the community centers are for seniors, except for the library which is a community center
- Very affluent community. Don't like to be told no for an answer.
- There's a lot demand for services.
- The schools are high performing
- There is a lot of pressure on students and are overscheduled
- Because there is no downtown students end up in the library.
- There is really no space for teens to hang out.
- Staff gets to have lots of different roles when it comes to managing
- The café helps with the teens
- Member libraries of TLN understand that Novi is a grind
- There is a belief that admin doesn't care about the staff and their issues.
- There is much dysfunction in this family
- Paradise Park partnership with the library is really mutually important
- Parks and Rec is really robust here and works well with the library
- The Library Kiosk is another good example of this partnership
- Very diverse community, lots of different cultures, much more diverse now than it used to be
 - Large Indian and Japanese population.
- QED numbers should be looked at
- A lot of the Japanese/Korean/Chinese families are more temporary tied to the automotive industry vs the Indian families that are more permanent in the US
- The library director is really plugged into many of these groups
- The good schools here really draw people to the area
- The temporary residency of certain segments has led to more property rentals
- Lots of efforts in the area to support the integration of residents coming from other countries.
- Community has a really strong tax base which can create good opportunities to be innovative
- Really appreciate the diversity of the community even though it's harder to experience that diversity here
- Really appreciate the new library here
- As the city has become more diverse its become much more embracing of non-white or Hispanic residents

- Not a very walkable community in general, often go to Northville instead because of that
- This community cares deeply about children
- There is a large community of autistic children/neural divergent
- There is large percentage of families that are transient particularly Japanese
- There is a lack of early childhood education
- There are a great many high school students that come to the library because there is no place else to go
- Our city council has launched an initiative to look at the senior community and plan for their needs
- There is no senior center, so the library becomes a default place
- The library can be a safe place for families to engage in early childhood learning
- There are four schools close by but there are several schools that are further out with a lack of transportation
- Michigan has a program to serve 18-26 year olds for training and education
- There is no public transportation in Novi
- I provide movies for Fox Run and many of the movies come from the library. It's complicated but it's free.
- Novi is very large in terms of area and is very diverse
- Demographics will help determine what goes on that library
- Novi is very poor from the aspect of ADA.
- Really love the diversity of food and culture present in the community.
- Significant retail presence (especially with the mall)
- School district is highly rated
- Can be an expensive community
- Doesn't have a downtown area
- Grew up here, and love seeing how much it has grown and how much it has to offer.
- Was not diverse at all 30 years ago
- There are a lot of big homes
- No starter homes in Novi, not much in the middle zone of housing either
- Diversity is its greatest feature
- School system is really great
- Has a lot of offer but lots of growing pains, infrastructure not always keeping up with growth
- Lots of congestion
- Not a lot of place for people to congregate and gather
- Feels like the community is in a bit of decline, mall in particular gives off that feel
- City has a lot of issues, diversity is great but language and cultural barriers create issues
- City government doesn't reflect the community
- Building codes here is burdensome
- City is hard to work with at times (lots of turnover and disruptions in staffing there and at the library too)
- City is quick to complain about library if it isn't instantly responsive but the city is rarely responsive at all to library questions or requests
- Not much socioeconomic diversity represented in the community and the services (there is this kind of diversity present in the community but it is "masked" at times)
- Has grown quite a bit in the last 30 years
- Nice community and great public schools
- Moved here to be close to family 15 years ago
- Demographics have changed dramatically in recent decades
- There is a lot of competition in the schools which isn't great for all kids and we have had to move our child to a different school(30 minutes away) as a result,
- Novi has a reputation of the schools being good but a bit cutthroat, and push everyone to be a leader and not everyone can be a leader
- We went to a neighboring library in the afternoon and there was no one in the library, particularly students
- The next five years will see dramatic change as the city approaches its max build out. Will there be more police? More schools? Roads? New residents are expensive
- The schools are very competitive.

- The community has been warm and welcoming for new cultures.
- We moved here for the school and they offer a broad range of learning. The area is not known for affordable housing
- Novi is known for safety
- Keeping up with infrastructure is very difficult
- Novi is special and is ahead of most MI cities
- The city build out is trying to keep green spaces and public spaces in mind
- There has been a real shift in the expectations culture in the last few years
- People see themselves more as consumers than citizens.
- Moved from Farmington Hills and have been happy here impressed with the way City ran since first moved here—thoughtful process-very satisfied with the administration
- Development creating more traffic
- Overall, a lot of offerings for the kids
- How City handles growth will be important going forward
- City functions are getting very large and making it difficult to attend some functions
- Novi really doesn't have a downtown—an effort was made to develop one a few years ago at Grand River and Novi Road but was unsuccessful
- Reminds of Livonia—no real downtown spread out City
- Diverse population served by the Library
- People here on contracts working with local businesses
- Community is growing
- Communication issues due to the number of languages spoken
- Affluent area—bigger, nicer houses
- Schools very good and highly academic
- A lot of entitlement due to affluence—services expected at a drop of a hat, makes it difficult to enforce policies, people expecting special treatment
- The community is very demanding. Not shy about asking and it can make it rather daunting.
- Novi is a beautiful city and residents think the library should reflect the community.
- Novi is very diverse and family oriented.
- Previously lived in West Bloomfield and it has such a fabulous library, and Novi is quite comparable to it in many ways.
- Schools have such a great reputation and the diversity here was and still is higher than many of the other suburbs in Detroit
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NPL Perceptions

- Good luck getting any help from the city
- The library is the redheaded stepchild of the city system
- The library is truly a community hub in Novi
- Lots of people want the library to be open more hours, especially in the evening, and especially from many in the Indian community as they tend to keep later hours in general
- The library becomes a sanctuary to many, especially compared to libraries in less diverse communities.
- Such a delightful place for families
- Raising a Reader in Novi is a really fantastic program
- Great location for Seniors to come, love the environment and the space and the books
- Visionary with some of their programs: like the Kiosk, the café partnership with the schools,
- Residents have VERY high expectations of the library and the community, and high expectations around being innovative.
- IQ lab is really impressive and can do so much in that space
- This library is really ahead of the curve
- New homebound program of mail delivery is really a nice new service
- Really like the self check systems here

- It's very open and spacious
- Love the kids and youth programs
- Really appreciate the library's hours, especially the weekend hours
- Really find that this library has better collections and materials than Northville which is the other library I use
- Love the "Lucky Day" collection
- Love the Libby service, both book and audio books
- The chamber allows members that are not Novi residents to get a library card for resources and meeting spaces
- The library has been viewed as a gem of the community
- There are key programs in the library that promote reading
- The library hosts a special spring fling for the middle school
- Every year the library hosts a breakfast for teachers and administrators to remind them of the partnership
- A group of school media specialists wanted to use a meeting space at the library for 6 hours and were told it would be \$15/hour.
- Interested in a program called Libby and would like to know how to use
- The library is superb at helping users when asked, Book club asked for EDI books and was sent a great list.
- Libby changed how you search for audio books.
- The library has gone out of there way to work with High School
- The I Cube is fascinating and I love to use. You can make cards and 3d printing.
- The libby app is still hard to use.
- Hoopla is an easier app to use.
- Is there any attention being paid to low-vision users
- The library should perhaps promote what the library does. The library could come to Fox Run to let the residents know what they have.
- As a new resident, the librarians were very helpful in helping to use services
- It's a really loud library
- Get a lot of teen usage, after school, but NOT just after school, busy with teens in summer and on weekends too
- Lots of kids here do summer school for enrichment
- Was designed with modern technology in mind.
- Decent amount of power
- A very demanding community
- Maybe too much of a "Yes" library, often jump on a temporary solutions to support those yes
- High Turnover with staff
 - Lots of support services staff are working on MLS and then leave when they graduate
 - Traditionally old occupation
 - No public transportation
 - Salary levels
 - Too many people Part Time roles vs Full Time roles with benefits
 - Library schools are not doing enough to attract diverse candidates
 - But the Full Time Jobs with sufficient pay aren't there to create that draw
 - Need more exposure of profession to kids as a career path
 - The modern librarian service role is more about service and social services than books and reading
- Have seen a local uptick in homelessness in the area, and only starting to see some signs of that in the library,
- the homeless/housing in-secure that are using the library don't necessarily look the "classic" homeless "look"
- The diversity of the staff isn't reflecting the diversity in the staff yet, though progress is being made.
- The diversity of the community is also a bit unusual given how many foreign nationals are here on a temporary basis.
- Get a lot of traffic from outside the area and who aren't Novi card holders
- Awareness and usage by local businesses has increased
- More spaces to spread out and doing work/study
- Feels like it's running out of space, might need a 2nd location down the road 10+ years
- It's a very "entitled" community in it's needs and demands

- Library didn't increase millage when new building was built, library is underfunded compared to community expectations
- Funding gap between expectations and actual funding level to support that
- One negative comment from the community often gets a knee jerk response from the library
- The culture isn't quite where it needs to be. Decisions and reasons for decisions are not well communicated. Staff don't often feel heard here
- The mix of adult and youth adjacent to each other on both floors
- Frustrating that one desk comment can force action but tons of staff feedback gets the feeling of being stonewalled
- Residents love the library but the city's leadership doesn't ever reflect that love, always feel like a second thought to those city leaders
- Library is the defacto community center & Senior Center
- Perception from outside is that the library is much larger and resourced than it actually is
- Here more compliments on desk than complaints
- Parking lot is a major issues, especially getting in and out of the parking lot,
- The library isn't viewed as a good place to be in the afternoon (due to the teens)
- Major disconnect between community expectations and the funding that's in place to support the library
- Use it more now than in the past
- Doing even more reading since my husband passed, and like just being at the library
- Come to the library a lot, especially with my daughter
- Story times can be a bit of a mad house
- More demand for story time and other programs registrations than space available
- Done so many programs with my daughter and they are all good, just need more space and availability to meet the demands present in the community
- What initially drove someone to the library might not be the thing that keeps them there.
- EDI is broader than race and gender. It might also be about accessibility
- The library is continually improving but it doesn't come easy
- The library maximizes its programming and collections
- One of the unique aspects to this library is the proximity to the high school
- A lot of our customers will be people we don't see
- There is a perception that many in Novi are entitled.
- Students are excited that they have a place they can go.
- There is a challenge of keeping users engaging through their different life cycles
- Need safe places like the Library for kids to go, especially as the City grows
- After school Library is intimidating for younger kids
- Best thing is the Book Nook
- Retired so don't do kid things at the Library, do attend some meeting
- Use the Library for events because don't read as much—like Meet the Author, don't have kids but Library is about 4 minutes from my house so easy to get to
- Very nice big space
- Like all of the outdoor seating
- Also like the Book Nook—go buy books when going on trips
- Avid reader so use the library a lot
- Really great set up, terrific place
- Afternoons not the best time to go because difficult to get out of the parking lot onto busy road, a lot of parents picking up high schoolers from the library
- Need a little more control with the high schoolers
- Not many places to sit for 2-3 people—some of the furniture went away during Covid and haven't been reinstated
- Large tables are taken up by only 1 person and don't allow small groups to meet
- Would like to see tables behind new books come back for small group meetings

- Overall, well organized nice library
- Pickup is something I was about to mention. +1 for the difficulty there re: access in the afternoon
- 2 person seating can easily become 3-person seating too - grab a chair
- Library provides brochures in different languages to try to help with barriers
- A lot of students coming into the Library to study
- Jewel of the community
- Extremely busy year around
- Everyone wants a Library card and sometimes try to cheat to get a card
- Beautiful library
- One of the bigger, busier libraries in the area
- Serves community well beyond books—meeting spaces, birthday parties, etc.
- Turnover of staff is high
- Just got a raise but has been difficult to work on this level of pay
- Full-time just moved to 40 hours per week
- A lot of part-time tough to make
- Focus has not been on keeping good employees
- Feels like administration “doesn’t have our back”, more focused on community than staff
- Some hiring decisions by the administration have been poor and people don’t know how to do their job
- Hires have been made for diversity, not skills
- Direct managers have been very supportive
- Novi library is the go to for everything in the community. People are waiting at the door when it opens.
- The library is the epicenter of the community. Why is the library so busy?
- It feels more like a community center. It is amazing.
- Really proud of the library Novi has today.
- The Library is so important and fantastic
- Really value the library
- Really love the increase in programming, collections, and outreach
- Some people see public libraries as something of the past but that’s clearly not the case in Novi.
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What does community want/need from the Library?

- The library is short staffed, it's hard to give anything else.
- The public wants more study rooms.
- People would like the library to be open later.
- There is a high demand for grabngoes
- The study room issue is a free for all
- There are issues with keeping staff for open positions
- The pay for librarians is under the area
- There are differences in the departments and how they are compensated and how time is managed
- More outreach to the various groups in the community that aren't
- Teens looking for a more active engagement opportunity after school
- Teens really take over the library after school, the library can only handle so much of those kids
- May need other outlets and different types of outlets to accommodate all of these kids
- Like to see more programs seeking fluency in reading and programs that support parents in creating more interest in reading for kids. Really need kids to be fluent readers.
- Need to see more partnership and cooperation between the schools and the library
- Library vending solution is not reliably up, it's great but haven't had good luck hitting it on a day when it is actually working
- The library does a great job with programs and maker space
- The community needs to know what resources are available for the public
- Perhaps there can be a deeper connection between the schools and the library to introduce students to the library resources

- Local schools have a newsletter and perhaps they should have a section for the library
- Due to lack of public transportation, it would be great to bring library resources to the community
- There is a missed opportunity to deal with seniors because the library opens so late in the morning
- There is a need for seniors to get help with technology
- Teens might be able to help seniors with technology and seniors could help with crafts
- The library could have ambassadors to go to the senior centers
- Can local churches be a resource for volunteers for the library
- I've been using the ESL service from the library and am looking forward to it being in person again.
- There needs to be a place at Fox Run to return books
- Disagreements between the group about whether opening the library an hour earlier and closing the library an hour earlier
- Some feel like the library would definitely be used earlier
- Most agree the library isn't used late
- More study rooms
- Computer classes aren't attended, people really want one to one help
- Need specific "Tech Help" desks hours, maybe teen volunteers or even paid interns could be utilized here to help as well
- Need more space overall, eventually a second location might be necessary instead of making this location bigger
- A second location would address "crazy afternoons" at the library
- 24/7 machine is not effective, can't put the most relevant materials in the machine, under utilized, positioning is not good either as it only serves Novi Card holders, those books require special handling, special labeling, usage is much lower than expectations (less than 40 checkouts per month), it's also down a lot
- The large print section is really vital for seniors
- More senior programs and family nights, reading with grandparents
- Maybe more kids book clubs
- More movie nights for families
- Good ways for people and families to create memories at the library
- The community seem to want the building to be open longer hours
- The library should figure ways to use peoples strengths and skills
- The library now allows grub hub and other food services and has set a policy for it
- There have been requests to look at the hours of the library. Perhaps 9-8 instead of 10-9
- Turnover at the library has been very costly
- Perhaps some education to the public about what librarians do might be appropriate
- Do a lot of nice community programs but could use multiple sessions of some of the programs because they tend to be very crowded and kids can't even do the program
- Develop better community space for teens including programs so the Library is more usable after school
- Community expects more than can be provided
- ICube nice idea but expensive and not well used
- Lending Library already
- Very cold in the Library due to the windows
- Feel like need more space
- Study rooms are at a premium even though have 10—people standing at the gate when doors open to run and get a study room—no time limits on study rooms
- Study rooms are first come first serve
- Already doing so much—many things would be nice to add to the collection but hesitant to bring up
- The more the library develops DEI initiatives, the more inviting it becomes,
- The maker space provides a great opportunity to learn.
- The library could expand it's creative space.
- The community wants to see more diversity.
- Love all the Art in the library

- Not sure how much the library and schools are working together but they need to be working together really closely and coordinating education in the community

Customer Service—Ease of Use

- The signage could use improvement
- There should be more way finding in the library
- Lack of welcome has to do with short staffed
- The library is not helpful for people of other languages
- The signs should be clearer.
- There are lots of issues with technology from computers to printers
- IT staff small and burned out
- By and large the equipment is ahead of the curve
- Like the new self-check units
- Library feels pretty intuitive and info desks are always staffed to help
- Some people occasionally come to the Book Nook for directional
- Like to see more programs seeking fluency in reading and programs that support parents in creating more interest in reading for kids. Really need kids to be fluent readers.
- Need to see more partnership and cooperation between the schools and the library
- Library vending solution is not reliably up, it's great but haven't had good luck hitting it on a day when it is actually working
- There is a great local library at the Lakeshore Park site
- It took me a while to find the kind of books I was looking for. Youth librarians downstairs don't know about literary fiction
- Seems like there's too many books of the same title
- Just not enough staff to do everything staff is tasked with doing
- Even at full staffing levels it's not quite enough to support all of the expectations
- Board hasn't really recognized the challenges facing the staff and staff needs
- TONS of issues with the print management system
- Printing is taking up SO MUCH staff time, it's just a big big problem
- Get a lot of questions and requests about the café being open on the weekend
- Like the self check option when it's busy
- Haven't used the vending option at the park
- Staff are extremely helpful in helping me find things
- Library is easy to use, staff is good, no suggestions for how to be easier
- Ease of use is fine
- Walking in and out of the Library people sitting at the desks to help people with questions
- Self-check is good and easy to use
- Computers on the lower level for finding books are not so easy—down a lot, frozen, sometimes clicked out of the browser and can't get back in –more the computer than the catalog
- Every time have checked out books has been good—prefer to have people check out the books
- Have experienced computers for search not working well
- Recently changed the checkout computers and wasn't able to do on own but has gotten better
- Love the Hold shelf service
- Used to be able to return books at any time—was discontinued during the pandemic and that is very inconvenient
- The holds self is very impressive in the number of books that are there to pick-up
- Hold system is great with it being right in front too
- Lending Library machine breaks a lot and full of cobwebs
- Self-checks easy to use for guests
- Hired computer tech to help keep equipment running which has helped, could use another full-time IT person—IT staff get things done though

- Public-facing computers, printers, and copiers are tough to keep running
- Issues with staff computers too
- Onboarding training is not always there
- Printing issues seem to be due to software update
- I can't think of anything too difficult to use, but the staff is very willing to help.
- There are tons of options that can help anyone that walks through the door
- Satellite locations to return and pickup materials would be nice, especially to serve those north of 96th

Collections

- There could be a larger foreign language collection
- There a lot of take home kits and they are not centrally located.
- We have a library of things without officially having a LoT.
- Heavy Libby user
- Have some issues with getting digital copies of the books I'm interested in
- The interlibrary loan is really handy (TLN level)
- Collection planning is not uniform
- No concise weeding strategies
- Don't feel like we are spending enough on digital collections
- Need a collection development specialist, someone focused on collection, who does forward looking collection needs projections
- Lots of times purchasing is mis aligned to community needs/wants
- Need to become more data driven
- Carl/TLN does not support data needed to understand actual collection usage
- NPL maybe not getting as much benefit of the TLN consortium as other libraries
- Digital materials are very popular here but physical collections still largely preferred
- Hoopla use continues to increase each month
- Shift of digital magazines from zineo to Libby has not been well received
 - User interface is not as good
- Lot of outbound usage of materials by consortium
- MelCat usage isn't huge
- Shelvers are really great on getting materials back on shelves quickly
- Currently Novi embargoes holds on new books to consortium members for 6 months which might be adjusted
- Haven't used the digital materials as I prefer physical books as does our daughter
- Collection in the library is sometimes limited but are able to get materials we need from other libraries in the consortium
- Use Libby once in a while but prefer to have a physical book in hand—does work well
- Frequent user of both e-books/audiobooks liked Overdrive a little better than Libby because less obvious where to go—like the offering though
- Have used MeLCat in the past and is very easy
- Always feel bad because about half of books come from other libraries and seems more labor intensive
- It would be helpful to be able for guests to be able to find and access the different collections they offer.
- Could use some more collections in Art and Art History, Holocaust, and WW1 to WW2 era European history
- Really like West Bloomfield's "Pine Tree Book Program"
- Melcat is great but at Novi it is for Print Only, would like to see Novi reconsider the participation in the A/V portion of the interloan of materials
- I'm a constant user of Melcat and its fine for research, but need to make sure they have curriculum support materials on hand
- Can't just be looking at materials that were printed in the last 5 years
- A power user of Libby but our collection there is very limited compared to others, would like to see more titles in Libby
- Really appreciate the additional access to the other systems that NPL is participating with Libby

-

Non-traditional Collections

- Had park passes in the past
- Don't know that the library has the space for these kinds of collections
- Hotspot from the library "saved my bacon", had internet connection issue
- Telescopes and instruments would be great (too expensive to buy just to try)
- Can't be all things to all people and you can't over tax the library
 - Have to determine what's appropriate for the library to provide
- Kits are really great here, more of those would be ideal
- Current kits are a nightmare for staff, lots of processing and checking, lots of the items are lost or broken (very staff intensive)
- Have special needs kits not used as much as population needs would suggest so maybe community needs more awareness about them
- Really cool in terms of serving the community—not as much here but the ability to pursue or discover new passions without the financial commitment
- Reaction to this is WOW—didn't know that libraries do this—great idea
- Part of it is the availability—need to be sure enough of things that are popular to keep from having to wait too long
- Sterling Heights checks out bikes
- Other libraries have a Library of Things—would be nice if we could do more like this but limited by space—cake pans, etc.
- STEM kits are problematic for staff because time intensive
- The was concern that there would be additional pressure on staff to offer these additional collections
- Love the seed and garden angle and local partnerships
-

Children's Services and Spaces (0-7)

- The area is too small for story time
- This age level is well served here
- This area is really great and ideal for these age levels
- Like the two floor approach
- As a grandparent the library should have a more welcoming section for kids
- Not enough space
- Grab and Go kits are very difficult to get because run out quickly
- Like the kids play area but wish was a little more open
- Don't like that there are so many iPads in the kids area—would move those tables to create more open space—worry about kids hitting their heads on tables
- High schoolers use kids computer and swear up a storm
- Shouldn't be computers in the library for little kids
- Maybe could be for checkout behind the desk for iPads instead of just having them out
- Mainly using the library for my 3 year old son (was a huge user of the library when I was child)
- The space has really been diminished since COVID, doesn't feel like there is much for him to do there especially in the evening
- All of the story times are during the week during the workday, need evening and weekend programs
- Would like to see STEM/Craft kits for younger kids, mostly see things for older kids.
-

Children's Services and Spaces (8-12)

- There is not really an area for tweens
- This group is kind of left out here, the 5th and 6th grade school isn't far and could maybe be better served by the library
- Not sure if this age level is being served well here

- This age group is not being served well in terms of space and programs
- No real directly intended space for this age level
- No real Tween space in the Library
- Don't really hear a demand for it—Middle School is further away from

Teen Services and Spaces

- Not enough room in the teens room
- Kids hang out or go up to the second floor
- Lots of adults go into the teen room for the YA books
- Has been told that the teen graphics are getting moved close to the adult graphic novels
- Is there a way to separate the teen areas so they be comfortable and be able to make noise to a degree.
- Need better approaches to the influx of teens in the after school time period
- Love that we have this area for teens
- The library is really inundated with teens after school
- It's cool to be at the library here, verses other places
- Absolutely need a door on teen space
- Would be nice to move collections outside of teen room into adjacent area
- Having a spot for the teens so they don't intermingle with the younger kids
- Teens are sitting in the kids area which is intimidating to the younger kids
- Really appreciate that the library has all of the services for the High School and middle School youth.
- Some people think the library is loud in the afternoon but I think that's just a skewed perspective. It's not that bad.
-

Adult & Seniors

- Most issues with seniors is friction with teens
- Concerts are primarily attended by older folks
- Many of bookclubs are older white ladies
- Lots of questions about technology experience from seniors
- There is a challenge to have desk hours and help someone with their phones
- There are beautiful displays of Michigan art
- The library has a lot more resources for genealogy
- There are challenges because teens take over the library in the afternoon
- Should definitely look at ideas like calming and sensory rooms
- Seniors feel like being pushed upstairs and the seating isn't as comfy up there but the downstairs area doesn't really fit their usage needs
- Could use more quiet nooks for all ages really.
- A lot of older adults complain about teens throughout the library
- Large print collection is on the first floor with tables and chairs but after 2:30 area is taken over by the teens
- We make sure we have something interesting and accessible for seniors.
- We believe the spaces are accommodating for all age groups.
-

All Ages Comments

- Not enough division of the spaces at the various age levels
-

STEAM: Technology, Creation Areas, Spaces and Resources

- One Person using this space a lot for both personal projects and to support their non-profit organization as well
- Some volunteer participation in the IQ Lab
- Need more space for the maker/creativity services
 - Especially the digital creativity and robotics/electronics stuff
 - Could do more to STEAM/STEM overall
- Didn't know the library had things like this, and groups that did this

- iCube not used
- Feel iCube used pretty frequently—especially items not needing staff assistance
- Some people really like the 3D printing option
- Something that converts old VHS to digital—those who use very appreciative of resources
- Don't think anyone has used the Dremel
- Not sure how well-used the knitting machine is
- Need to have a version of this to be competitive
- A lot of adults use things in this space
- The iCube is used OK, but there is a limitation of what can be done by skill group.
- Certain areas require supervision

Meeting Services and Spaces

- There is a battle for use of spaces
- Still very short staffed for this project
- The meeting reserve process is a grind
- Need to prioritize the meeting spaces for library programs, there are other options in the area for general meeting rooms
- Need More study rooms
- Lots of single person use of rooms, when groups are wanting them
- Would like to see a reservation system for the study rooms
- The kids space is very welcoming and welcomes diversity
- I don't see as much furniture that is comfortable and welcoming like they see in the schools
- Different spaces for different size groups would be very helpful
- Need to look at some kind of better booking or policy approach to diminish how much the staff has to intervene in the process
- Could always use more meetings/study spaces
- Café is great
- Could use another 10 study rooms—5 more on each floor
- Have Board room and meeting room upstairs—pretty good on larger meeting rooms
- The meeting rooms are very popular and get taken quickly during the day

Outdoor Spaces

- Could be more activated and used
- Outdoor patio area is underutilized, mostly because the furniture is not very comfortable
- Need more comfortable furniture out in the patio area
- During the summer concerts outside
- Seating not very comfortable
- The patio is nice and accommodates all sorts of programming.
-

Other Types of Spaces

- Would like the café to be open on the weekends
- Would like a yoga room
- Nap room for the staff
- Would like a room for tutoring—have a lot of requests—maybe a classroom
- Calming room is a great idea. The library has calming kits.
- Perhaps a calming room for staff would be helpful.
-

Library Programs Overall

- Programming overall seems really good. Lots of variety
- Partnership with Paradise Park

- Storytime is a great time to meet folks when new to the community
- There is no programming to handle the tweens
- There are great many services that don't require that someone come into the building
- Online calendar is a bit overwhelming at times
- Need more programs offered multiple times
- For Tweens are using Northville library for programs because haven't found much offered in Novi but would prefer to use the Novi Library
- Have some really good programs across the board.
- Book clubs are there but it's confusing what's available
- Would like to just see more of it all

Equity, Diversity, and Inclusion

- The library has come a long way in this regard in the last few years
- The whole staff needs to have this in mind
- Current approach is too heavily race focused
- Current training hasn't been as helpful as it could
- Seen the library bringing in some different things for different cultures
- There have been some good programming options looking at the different cultures
- Very diverse community and staff do a good job of trying to promote everything
- Order diverse books—especially YA collections
- Really good International Librarian—main ethnic groups Japanese and Indian
- Have had to do DEI training that is useless because don't really teach staff anything—don't really teach interaction skills and how to address people in the community, more about history of countries, etc.
- Disconnection between what is useful to the staff and what Administration believes training should encompass
- Survey should have been translated into Japanese
- Can make it easier for those who are coming in but also some responsibility on the user to learn the language
- Efforts towards EDI has been improving but still has a long way to go. Should never come across as now we're there.
- Part time employment seems to highlight some of the differences in diversity.

DEI training has felt mostly like busy work, because the speakers brought in don't seem to offer how best to deal with those communities in a library setting, and there are so many other things that need our attention right now – this kind of training can't afford to be irrelevant to make it worth our time.

- Expanding our DEI programming to the community would be a much better use of resources if we had the staff time and energy to do it! Our cultural programs used to be amazing and well-attended pre-COVID

Accessibility

- If I were someone who needed to use a mobility aid of any kind, I would not feel comfortable visiting our library for the amount of kids running around.
- Circulation staff do receive comments from older adults that our library is so busy when they visit – sometimes there are comments about loud kids, or kids running around. I advise them generally to avoid weekdays from 2:45-4pm if they can.
- I don't perceive us as being very sensory friendly either – I think a lot of these kid and noise related points occur because we are sort of the community center for Novi.

Outreach

- The library could collaborate with the community technology of Fox Run
- You sign up with the library to get their monthly newsletter.
- Really love bookmobiles and have such great memories of connecting through my home library as a child through the book mobile.
- Services outside the Library
-

Community Awareness/Connections

- The library is always willing to come out to the schools

- There have been issues with getting the attention of the library below the director level
-

Online Access

- Library website is pretty decent but always could be further improved (it's better than it was in the past), some areas have too many layers
- Much improved over the past
- Catalog and website work well—search function works well—had been used to seeing how many people ahead of you on a hold—would like for the print books
- The SEO of the website is very strong. And the library does well with what they have.
-

Local History and Genealogy

- Many of the users that come to the history room aren't always tech savvy so staff or volunteers have to help them a lot
- Partner with the Northville Library on local history and genealogy
- Have used in past but not recently, but it's important
- By appointment, can't just walk in
- One-of-a-kind things in the space
- Maps, journals, scrapbooks, newspapers, paintings, drawings, articles of clothing
-

Friends of the Library

- Would like to see them have more evening meetings to allow those with jobs to participate

Collaboration and Partnerships

- My major point of feedback would be from a local school district perspective would be to find more ways to partner with the local schools within the city boundaries. We hear from library staff when they are looking for a library card drive to increase membership but not on a regular basis focusing on programs, offerings, and resources. In Walled Lake Schools, we will certainly do our part to find those connections more often but having outreach from the library would be helpful as well.
- Partner with the Senior Center to get materials and kits to them
- Go to the schools to sign-up kids for a library card
- Go to some pre-school and kindergartens
- Superintendent comes to the Library every month to do coffee with the Superintendent
-

Other

- There is really some big efforts locally around supporting neurodivergent residents
- Check out the Engage Novi magazine
- Front atrium / lobby is super cold in the winter especially at the circulation desk
- Would like to see more about the library's collection development approach and what role community input plays in that
- Issues with materials returned over holidays that went back and forth driven by a single patron complaint
- Need to look at more funding sources and not just millage
- The library has to think bigger, often we are a bigger library operating with a smaller library approach and mindset
- Issues with unattended kids making a break for the exit
- Doorway entrance is not well designed and lobby is too cold
- Information desk on first floor is really both youth and adult in terms of service need but creates a problem and confusion
 - With more staff and if you could double staff
- Jobs sit open for quite a long time,
- Hiring practices at the library are a real challenge and jobs take forever to be filled (jobs sit open for months and months at times)
- Pay is lower here than other libraries in the area

- The culture of Yes here is really pushing staff to their limits
- Too many promises to the community with engaging the staff
- Not enough funding to meet the demands of the community
- Staff is over extended
 - The community asks for 10 pounds of flour, we give them 15 pounds of flour, and the next time they ask for 15 pounds, and the expectation is to give them 20 pounds
- A single request or complaint from the community seems to automatically trigger actions and services that staffing and funding support don'
- Too much competition instead of collaboration between city service departments (library, parks and rec, community education)
- Lots of hardware and software issues at staff service points, self checks have a lot of issues
- Sometimes things are we want to be first and not sure if it's the right solution for Novi
- Making sure to have full recycling capacity
- The Library is doing a wonderful job—by expanding offering and knowledge of what is there available at the Library
- During the pandemic closed for about 3 months before staff came back in the building
- Had time limits, gloves, masks when first opened up
- Staffing issues—too many part-time jobs
- Lack of support from Administration
- There are separate budgets for equipment and for the maintenance budget.
- There seems to be an expectation of clairvoyance of what we'll need next year.
- Think the evolution of the library continues and the staff is good and adjusting
- Monitor needs to be more communicative with expectations and boundaries on what is allowable in the building, especially with high schoolers.
- Suggestion: Having a monitor year-round to assist with Summer Reading increased usage/summer school students from the high school.
- Circulation staff intercept small children running through the lobby towards the doors with no parents immediately identifiable in the vicinity on a regular basis.
- Circulation staff remind parents their children must be 12 or older to be in building by themselves on a regular basis.
- We are not a daycare facility!
- Time spent trying to chase kids or reunite kids with parents is time spent away from the desk assisting guests for librarians or front desk staff, AND it's time away from keeping an eye on the front door/lobby area at the front desk (security).
- In my opinion, programs should be notified at the point of signing their rental contract of the Unattended Child Policy, and told they have responsibility to ensure parents of participants remain with their children or in the building as necessary, and we should follow through on enforcement of this.
-
- **Parking**
- Better education or enforcement in the parking lot re: we are not the high school pick-up and drop-off area.
- No parking in front of the front door, in our drive-thru lane, in the traffic lanes in the parking lot – we have 10-minute parking spaces now for a reason.
-
- **Staffing competitiveness**
- Some built-in turnover because of library school students.
- Not competitive enough wages to attract people long-term → full time with benefits elsewhere is always going to easily entice people to leave.
- Turnover means inconsistency between programs, services, outreach with specific groups, and collection management.
- No defined schedule of collection management (weeding, ordering, etc.) makes managing shelf-space orderliness difficult.

- Nothing in this library is getting 100% of the attention it deserves because of constantly interviewing and training, trying to ensure coverage of desks, daily assigned tasks that must get done, and an increasing amount of new projects. I feel bad for our programming and collection management, which both suffer from necessarily being placed below staffing the desks, and turnover leading to inconsistency in offerings and oversight.
- We cannot constantly keep trying new programs, adding new collections, and providing new resources and experiences when we are struggling with staffing turnover to maintain what we have, and the core library services we should be offering.
- We do not have to be all things to all people who visit! That's an unrealistic mindset on a personal and a business level.
-

Novi Public Library - Visual Voting Exercise Results														
Concepts / Ideas / Investment Areas	General Public	Staff Non-Supervisors	Board (Green)	Comm. Leaders	Supervisors	Staff Non-Supervisors	Partners	General Public	Subtotal	Subtotal Rank	Teens	Subtotal Rank	Total	Rank
	0	15	3	3	9	12	3	1	46	1	50	5	96	1
Increased Seating and Meeting Spaces	0	15	3	3	9	12	3	1	46	1	50	5	96	1
Improved Library Marketing and Promotion	1	5	6	1	5	4	2	2	26	2	5	22	31	16
Creative Tools/Makerspace Tools	1	10	1	2	2	3	0	4	23	3	34	9	57	9
Readily Accessible Power and Charging	1	9	1	1	8	1	0	1	22	4	53	4	75	3
Collaboration with the City Schools	0	1	5	9	2	1	3	1	22	4	X		22	21
Improved Wayfinding and Signage	0	4	0	0	6	8	3	1	22	4	X		22	21
S.T.E.M Tools & Technical Supplies	1	2	1	6	0	4	5	2	21	7	37	8	58	7
Expanded Senior Services	1	1	4	11	1	1	0	2	21	7	X		21	23
International/ Multilingual Collections	0	3	0	8	0	6	1	1	19	9	7	21	26	18
Art and Culture Programs	0	5	2	2	2	3	1	2	17	10	20	14	37	13
Social gatherings and events (for connecting the community)	1	0	1	1	4	2	5	3	17	10	15	17	32	15
Lending Things Besides Books & Media	1	1	2	0	7	2	0	3	16	12	26	12	42	10
Bookmobile	2	2	3	6	2	0	1	0	16	12	X		16	24
Volunteer Opportunities	1	2	3	5	0	3	1	0	15	14	44	7	59	6
Equity, Diversity and Inclusion	0	0	2	3	2	4	2	2	15	14	21	13	36	14
Multilingual Language Storytime	0	1	0	3	2	3	4	2	15	14	X		15	26
Pop-up Libraries in the Community	0	0	2	9	3	0	0	0	14	17	2	24	16	24
Resident and/or Student Art Displays	1	3	2	1	3	2	0	1	13	18	10	20	23	20
Sensory Storytime	0	1	0	8	1	2	1	0	13	18	X		13	28
Technology Support and Training	0	0	3	1	2	5	2	0	13	18	X		13	28
Outreach Services	0	1	4	5	2	0	0	0	12	21	X		12	31
Job Search/Career Support Services	1	3	1	1	2	2	1	0	11	22	30	11	41	11
Health and Wellness Programs	2	0	1	2	3	2	1	0	11	22	17	16	28	17
Sensory Toy Collections	0	0	1	4	1	0	2	2	10	24	X		10	32
3D Printing & Laser Etching/Cutting	1	3	0	1	0	0	0	4	9	25	49	6	58	7
Local History/Genealogy Services or Programs	0	2	1	0	1	3	1	1	9	25	X		9	33
Remote Book Drops around Area	0	0	3	4	1	0	0	0	8	27	X		8	35
Gaming Equipment and Programs	0	2	0	1	1	1	1	1	7	28	64	3	71	5
Audio Recording, Technology and Software	0	0	0	2	2	1	1	0	6	29	34	9	40	12
Community Conversations around key civic issues	1	1	1	2	0	0	1	0	6	29	3	23	9	33
Business Development Services	0	0	2	0	0	2	1	0	5	31	X		5	36
Video Recording: Equipment and Software	0	1	0	0	1	1	1	0	4	32	20	14	24	19
E-sports Equipment, Programs and Support	0	0	0	1	0	1	1	0	3	33	71	2	74	4
Virtual Reality Equipment and Software	0	0	0	0	1	0	1	0	2	34	78	1	80	2
Laptops for In-Library Use	1	1	0	0	0	0	0	0	2	34	13	18	15	26
Expanded 24/7 Materials Access	0	0	1	0	0	0	0	0	1	36	12	19	13	28
TOTALS:	17	79	56	103	75	79	45	36	490		612		1099	
<i>The following were ideas/items that were written onto the "OTHER" page posted with the above voting ideas:</i>														
More Parking	0	1	0											
Car Charging Stations	1	0	0											
More Tween/ Teen Programs	1	0	0											

S.T.E.M. Tools & Technical Supplies

Herramientas STEM y equipos técnicos



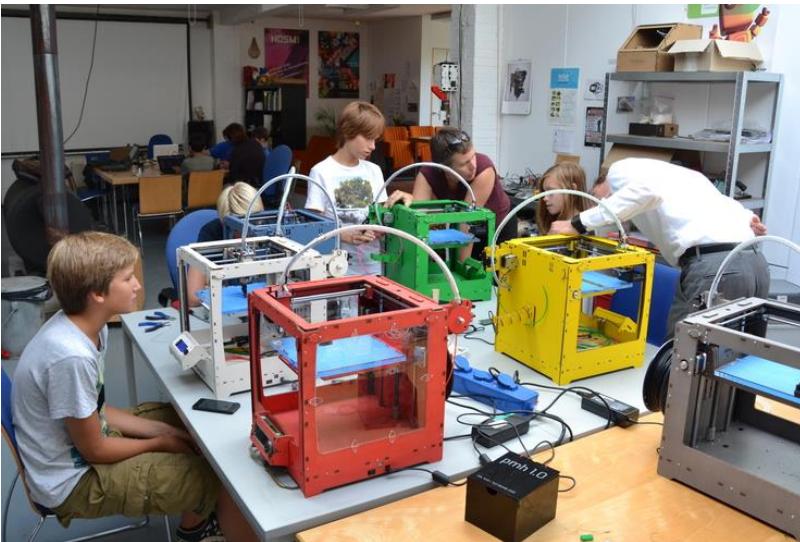
Creative Tools/Makerspace Tools

Herramientas creativas/Herramientas de espacio



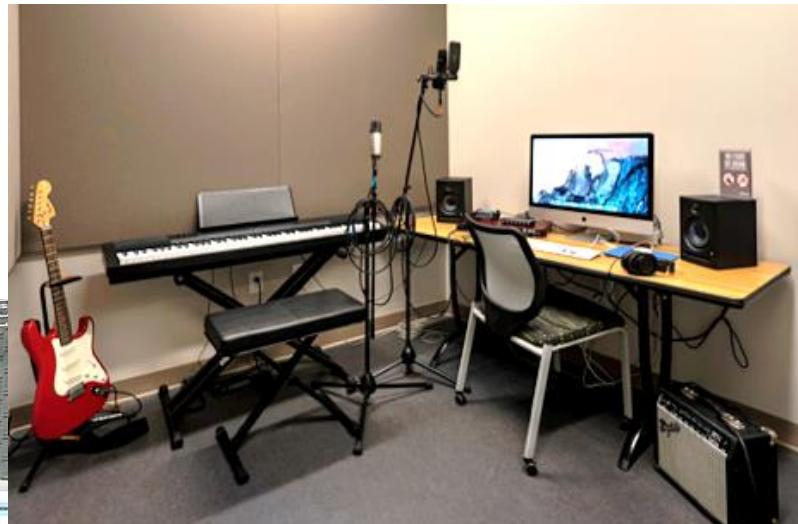
3D Printing & Laser Etching/Cutting

Impresoras 3D y de grabado / corte láser



Audio Recording, Technology and Software

Grabación de audio, tecnología y software



Video Recording: Equipment and Software

Equipo y software de grabación de video



Virtual Reality Equipment & Software

Equipos y software de realidad virtual



Gaming Equipment and Programs Equipos y programas de juego



E-sports: Equipment, Programs, and Support Equipos, programas y soporte de deportes electrónicos



Resident and/or Student Art Displays

Resid Exhibiciones de arte por parte de la comunidad



Expanded library hours on Saturday/Sunday
Ampliar el horario de la biblioteca los sábados y
domingos



Sensory Storytime

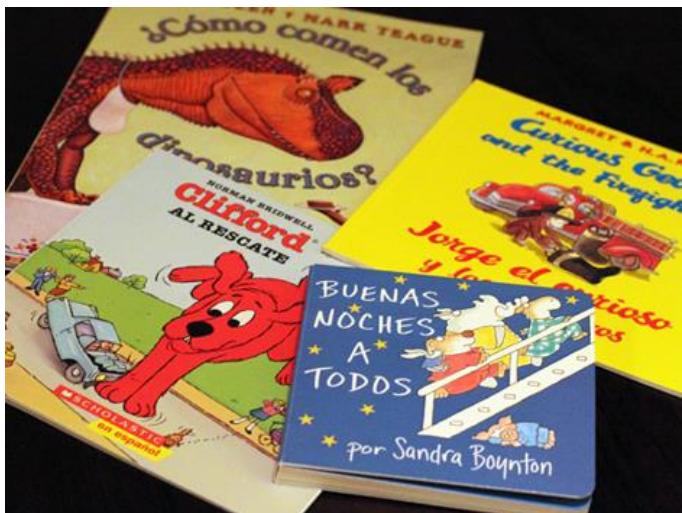
Cuentos sensoriales



**SENSORY
STORYTIME**

Spanish Language Storytime

Cuentos en Español



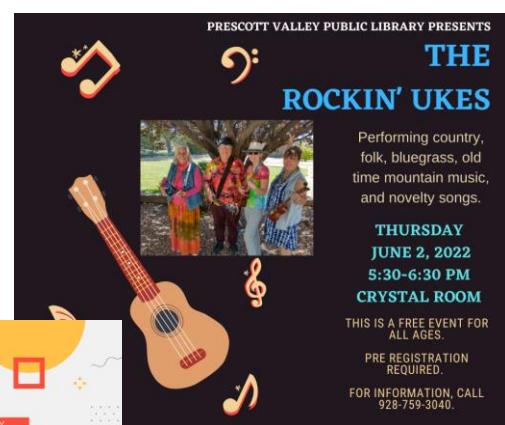
Community Conversations (e.g., DEI, affordable housing, policing, etc.)

Conversaciones comunitarias (DEI, vivienda asequible, Vigilancia, etc.)



Social gatherings and events (for connecting the community)

Reuniones y eventos sociales (para conectar a la comunidad)



Book Sale – monthly and ongoing Venta de libros, mensual y continua



Lending Things Besides Books & Media Préstamo de cosas además de libros y media



Musical Instruments



Cameras /
GoPros



Wi-Fi Hotspots &
Technology

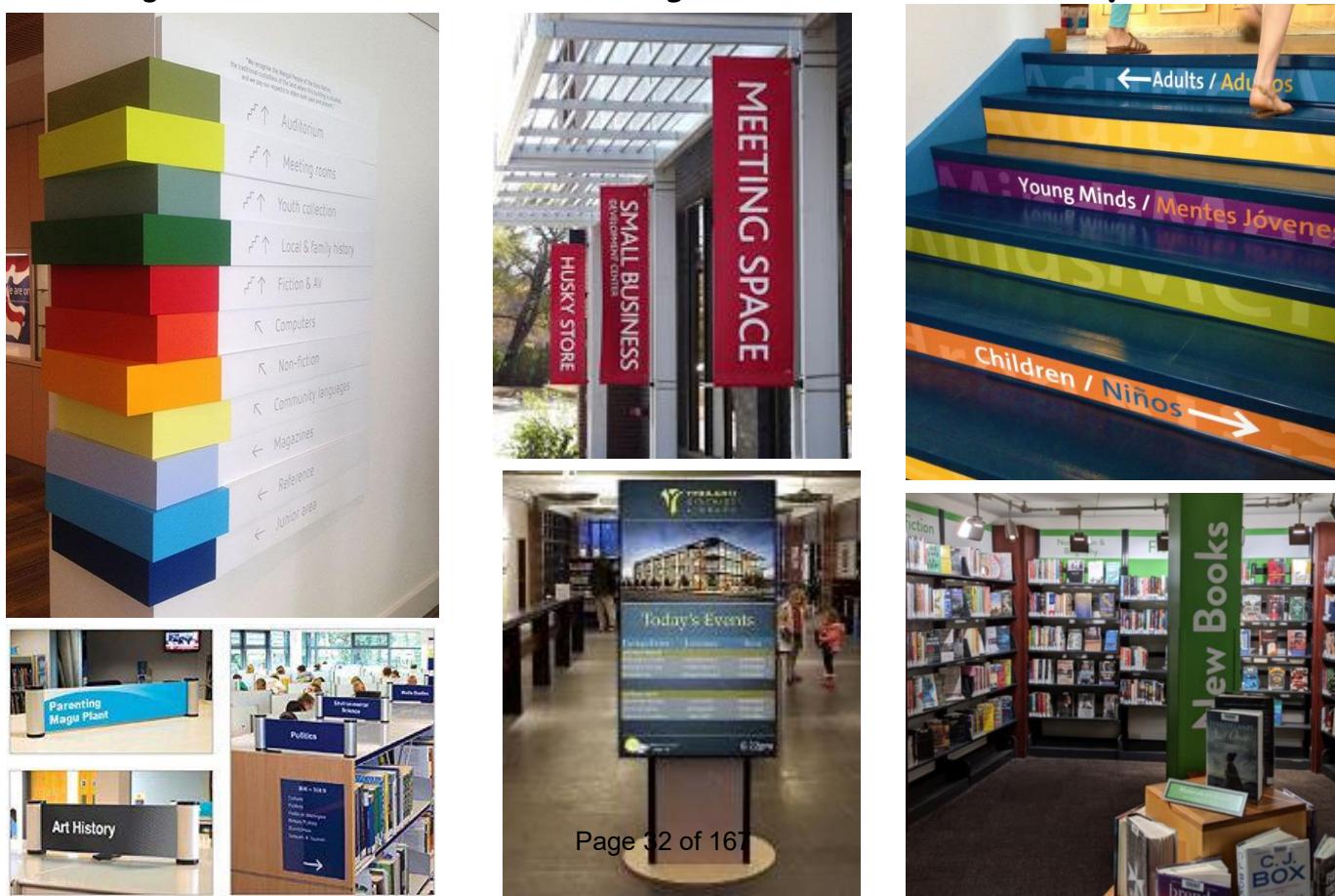
Science/STEM
Related Equipment



Pop-up Libraries in the Community Bibliotecas emergentes en la comunidad

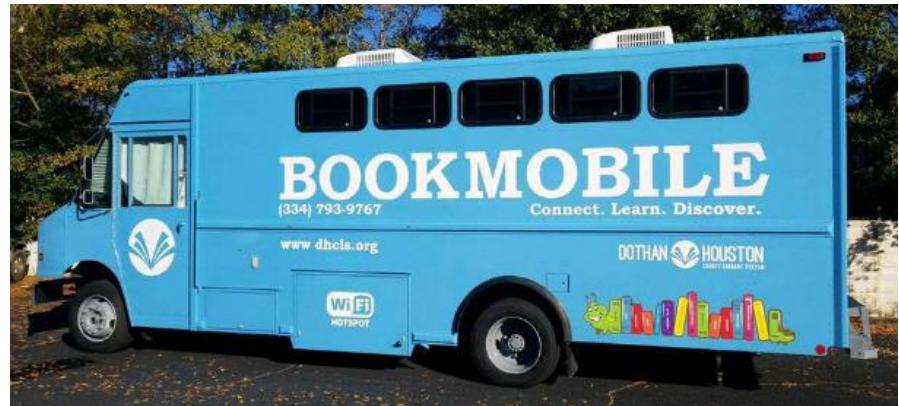


Improved Wayfinding and Signage Mejorar la señalización y ubicación de espacios

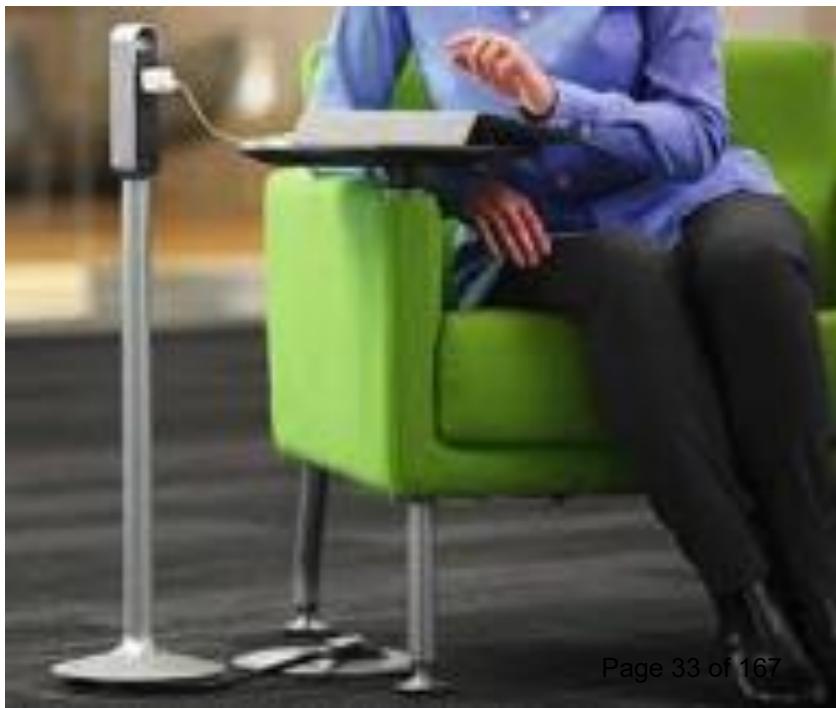


Bookmobile

Biblioteca móvil



**Readily Accessible Power and Charging
Areas para recarga de energía y electronicos**



Laptops for In-Library Use

Laptops para uso en la biblioteca



CHECKOUT A LAPTOP!
NOW AVAILABLE FOR IN-LIBRARY USE

Must be 18 or older with a valid state ID

A photograph of an open laptop with a green screen and a black keyboard. To the left of the laptop is a small logo of a stylized book or leaf shape.

SEE THE INFO DESK FOR MORE DETAILS

Remote Book Drops around Area

Entrega remota de libros en el área



Job Search/Career Support

Búsqueda de empleo/Servicios de apoyo profesional



Career Lab

One-to-one help
finding a job, and
building career skills



Business Development Services Servicios de desarrollo empresarial



library to 
business

The Library
can help
you succeed.

Improved Library Marketing & Promotion

Mejorar la promoción y mercadotecnia de la biblioteca



COLUMBUS METROPOLITAN LIBRARY

OUR VISION
A thriving community where wisdom prevails.

OUR PURPOSE
To inspire reading, share resources, and connect people.

Circulation: 14.6 million Computer Sessions: 1.9 million
User Visits: 6.3 million Web Visits: 8.3 million
Cardholders: 448,300 Operating Budget: 44 million

We Helped:

- 43,000 job seekers in our Job Help Centers
- 52,000 students in our Homework Help Centers
- 75,000 kids, teens and adults keep reading during Summer Reading Club

21 Locations serving Franklin County

2 Partner Library Systems Southwest Public Libraries Worthington Libraries

7 Board of Trustees

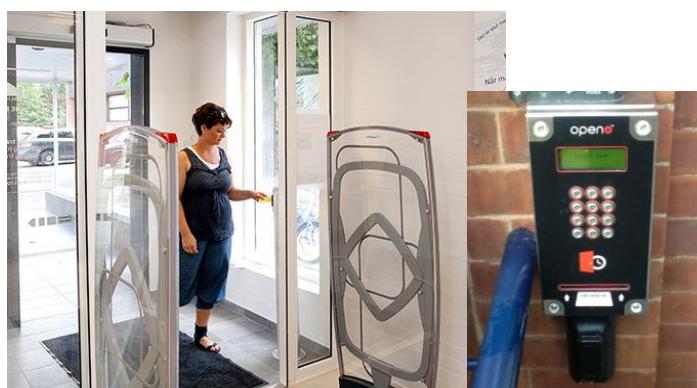
#1 2011 National Medal for Community Service
2010 National Library of the Year
Hennen Rankings 5-Star Library

Art /Culture Programs

Programas de arte/cultura Programas



24/7 Materials Access (Lockers or Vending) Acceso a materiales 24/7 (Lockers o maquinas despachadoras)



Outreach Services Servicios de extensión



Health and Wellness Programs Programas de salud y bienestar



Equity, Diversity and Inclusion Equidad, diversidad e inclusión

TALKING ABOUT RACE

Wheaton Library is pleased to partner with the Parents Group DEI200 – Diversity, Equity and Inclusion Advisory Council for a series of discussions about race. The goal of this series is to provide a comfortable space for conversations about how to discuss race with others, including your family.

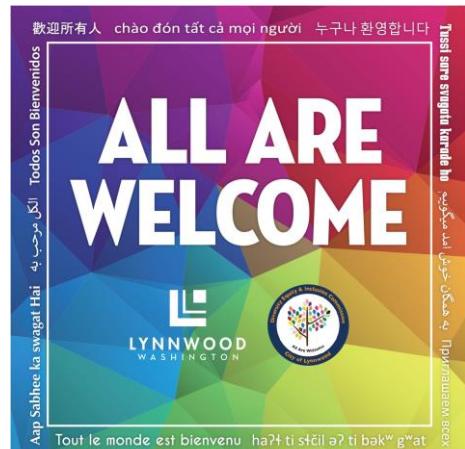
Future topics include:

- Colorblindness
- White fragility
- White privilege
- Systemic racism
- Antiracism

Starts Oct. 1. Held on the first Thursday of each month at 7 pm.

JOIN THE CONVERSATION.
VISIT WHEATONLIBRARY.ORG TO REGISTER.

WHEATON LIBRARY



Expanded Senior Services

Servicios ampliados para adultos mayores



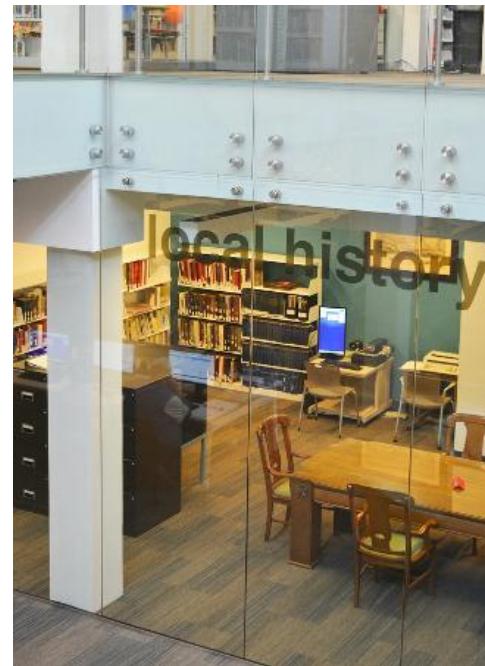
Technology Support and Training

Apoyo tecnológico y capacitación





Local History/Genealogy Services or Programs Programas o servicios de historia local/genealogía



Volunteer Opportunities Oportunidades de voluntariado



Collaboration with the City Schools Colaboración con las escuelas de la ciudad

CENTER FOR
EDUCATORS & SCHOOLS

The New York Public Library



Sensory Toy Collections Colecciones de juguetes sensoriales



Key Takeaways

Key Demographic info

- 2198 respondents started the survey and 69% completed it. We needed 382 responses for a statistically significant result at a 95% confidence level. Our result exceeded that level for the NPL population served.
- 91% of respondents live in the City of Novi, 2% in Northville, 1% in Farmington Hills and 1% in Northville Township. Numerous other nearby areas were represented as well as some who previously lived in Novi.
- Most age groups were well represented though the responses were skewed toward the older age groups - 28% were 66 years or older, 20% were 36-45, 19% were 56-65, 18% were 46-55, 10% were 26-35, 2% were under 19, and 2% were 19-25.
- Racial diversity was present in the respondents. The Asian population was slightly underrepresented but at 19% was a better response than we typically see from a minority population. The Black and Hispanic population was also somewhat underrepresented in the survey results. All racial groups found in Novi were represented and the results overall were typical of what we see in terms of diversity in our surveys.
- Respondents indicated that there were a wide variety of languages other than English spoken in their homes though 96% spoke English in the home.

Library Activity

- 63% of respondents visit the library once a month or more often, 28% visit weekly or more often.
- Of those who don't visit the physical building, over 26% use their own technology, 24% never think of the library as an option, 17% are virtual users, 16% prefer to buy and own their own material, and 13% say their children are grown.
- 91% have a library card, of those who don't, most live somewhere other than Novi but use the Novi library. Many would prefer that cards not be required to be renewed annually.
- Respondents were heavily focused on using the library for materials with 89% using the Library to find a book and 36% finding DVDs, CDs, and videos.
- Other primary uses were just enjoying spending time at the library (31%), attending a library program (29%), studying, or reading alone (18%), and visiting the Friends' Book Nook (18%).
- Of those who offered Other Reasons for visiting many cited picking up materials on hold, using the equipment in the iSpace, bringing their children/grandchildren to use the children's area, having a nice place to study, read or hang out in, and attending book clubs or other programs.

How people describe the Novi Public Library

- 96% (agreed) felt the Library is an important part of the community, 97% found the Library to be a clean and well-maintained place, 93% found the library a welcoming and safe place, and 93% saw it as a physically comfortable place to visit.
- The area people agreed less strongly with was the Library having adequate space for the needs of the community with a 69% approval (26% didn't know or had no opinion on the subject and 5% disagreed), the library having up-to-date technology with a 73% approval (24% didn't know or had no opinion on the subject and 3% disagreed), and my library seems easily accessible had an approval of 68% (30% didn't know or had no opinion on the subject and 2% disagreed). Of the 13 areas 11 had over 70% agreed with the statements on the different aspects of the Library.
- There were numerous comments regarding different aspects of the facility and suggestions for improvements. Some of the other comments have to do with thoughts about the safety of the parking lot,

collection, comments regarding staff, hours of operation, and desire for a good library app, among other comments.

- When it comes to library collections, 44% of respondents felt the collection meets their needs. The biggest area of dissatisfaction was with the digital materials with 14% feeling they didn't meet their needs followed by adult materials 8%, International materials 8%, large print materials 7%, and magazines and newspapers 7%. Specific suggestions were included in the comments for most areas.

What are the most important issues facing the community?

- Community infrastructure was often mentioned especially in terms of adequate resources for supporting community growth and the need for road improvements and repairs. It was noted that safe walking and bike routes are a concern and there is not adequate public transportation. Increasing levels of traffic were often mentioned.
- There was some concern around diversity, equity, and inclusion issues with many supporting that more efforts need to be made particularly as the community grows in diversity.
- There were a wide variety of thoughts around different aspects of the Library. Several comments were concerned with maintaining an adequate selection of books, suggestions for services, and thoughts about programs.
- As with many other communities, concerns were also raised around the economy and community funding. Rising taxes and inflation were often mentioned.
- Maintaining a quality educational system was an additional concern.

Library's role in the community

- 13 of the 19 areas had at least 70% or more of the respondents Agreeing that these items were part of the Library's role in the community.
- It's very clear that the community sees the library taking a major role in Promoting the Value of Reading, Youth Education Support, and Services, Enrichment and Entertainment for Children and Youth, Providing Access to General Technology, with Teen and Young Adults and Providing Work, Meeting, and/or Study Space not falling far behind.
- Areas with less interest were Offering Programs and Services Outside of the Library which scored 38%, Health and Wellness Activities and Support which scored 48%, Services and Programs for Local Businesses and Entrepreneurs, and Providing Space to Hang Out and Socialize which scored 50% and 56% respectively.

Library Hours

- 94% of respondents felt the hours were good or excellent but even so there were an extensive number of comments suggesting changes to the hours or asking for alternative services.
- Many comments focused on at least having the returns available outside of regular library hours. Many other comments were seeking longer hours on the weekends.
- Best times to visit the library were pretty consistent on weekdays. The biggest shift occurred on Saturday where there were more people wanting to visit from 10 AM -12 PM and from 12 PM-6 PM. Sunday from 12 PM-6 PM was also a very popular time.

Important Library Services

- 22 of the 22 services on the list had 70% or more of the respondents who felt that they were services considered Must Have or things that would be Nice to Have.
- Access to Physical Materials for Browsing and Checkout was considered the most important service offered, followed by Access to Wi-Fi and Children's Programs.
- Services seen as less important were Materials by Mail Service, Lakeshore Lending Library, Non-traditional Items to Checkout, and Access to Area Amenities.
- Other services mentioned most often as potentially missing: several comments around the collection and being sure to continue to focus on the books and other physical materials, as well as being sure to keep up

with e-materials, ideas for additional services, many specific program suggestions, quite few comments on the spaces, ideas on outreach and partnerships.

Library Programs

- 33% of respondents indicated that they have attended adult programs at the library, 22% attended children's programs, 13% older adult programs, 9% multi-generational programs, and 7% teen programs.
- Most commonly reported reasons for not attending programs: 18% of those who didn't attend programs indicated they were Unaware of the programs available, 16% were Too Busy to attend, 16% indicated they were not interested in or just didn't attend programs.
- 81% of respondents indicated program times worked for them. Other suggestions were evenings and weekends for working adults and kids with working parents and daytime programs for seniors and homeschool students.
- Most requested programs are Book Clubs/Discussion Groups, Summer Reading, Storytimes, Programs for Older Adults, Technology Classes, Concerts, How -to Classes/Workshops, and Arts & Crafts Programs; and least requested on the survey were Anime/Manga Club, Comic-con & Fandom Programs, Video gaming/ E-sports/ E-tournaments, Social Media Apps, Small Business/Start-ups/Entrepreneurship, Teen Advisory Group, and Parenting Workshops & Programs.

Equity, Diversity, and Inclusion

- This was a topic that many people didn't feel they were very informed on so there were large percentages of Neutral and Don't Know Responses.
- The Library seems to be doing the best with Materials where 54% agreed that they were being addressed. The Facility was similar with 54% agreeing it was being addressed.
- Areas with the lowest levels of agreement were Diversity of Staff with 33%, Community Partnerships with 38%, and Outreach with 38%.
- Feelings were that the Library's main roles in equity, diversity, and inclusion issues are Materials that address EDISJ, Education, and a Place for Community Engagement.
- 14% of respondents felt that the Library doesn't have a role in these issues.

What ways do you finding out about prefer to find out about library or community news and events and how do you currently do so?

- The most preferred methods for finding out about library news and events include the Library Website, Email Updates from the Library, and the Library Monthly e-newsletter, or Engage Magazine Mailed to Their Homes.
- Library Podcast and Television/Cable were the least preferred information channels.

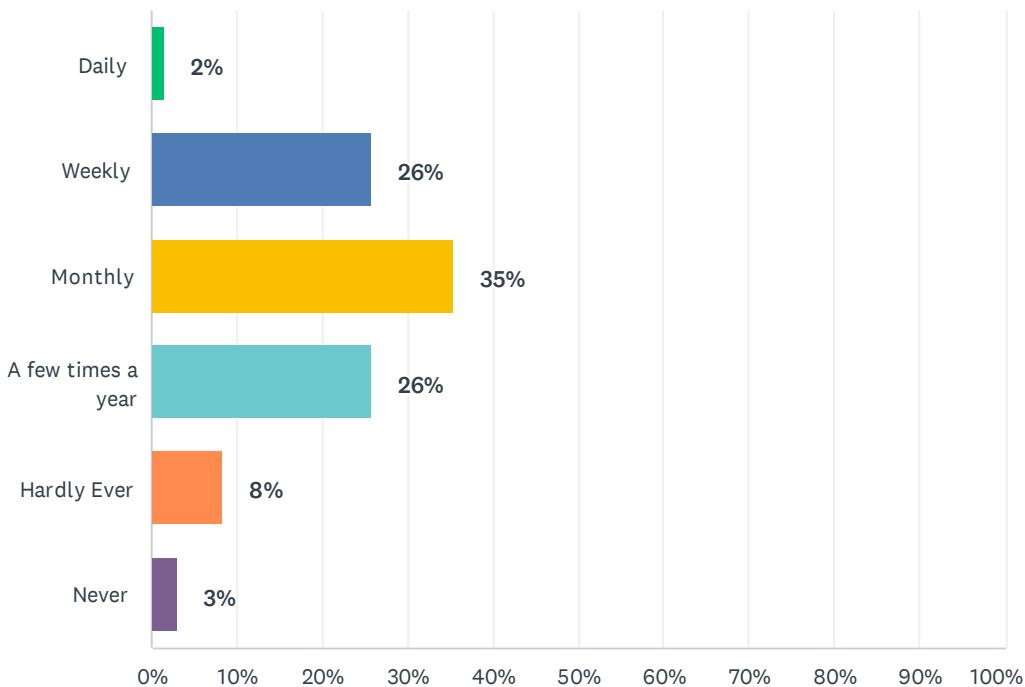
Other Comments

- There were many very positive comments about the staff, the Library and how they are appreciated as a community resource. The community appreciate that the Library has so much to offer.
- Library facilities and spaces were a hot topic. Having adequate quiet study spaces and appropriate spaces for children and teens was often mentioned along with many specific furniture suggestions. The safety of the parking area was also a major concern.
- Numerous comments were made about the collection of materials the library offers. Some were very satisfied with the collection while others wanted to see more books and other materials. There were also suggestions regarding the addition of non-traditional materials.
- There were specific program suggestions for both children's/family programs and general programs
- There are some concerns about the frequency of library card renewals, library hours, additional service suggestions and a few comments on the spaces.

Novi Public Library Community Survey 2023

Q1 How often do you visit the Novi Public Library in a typical year?

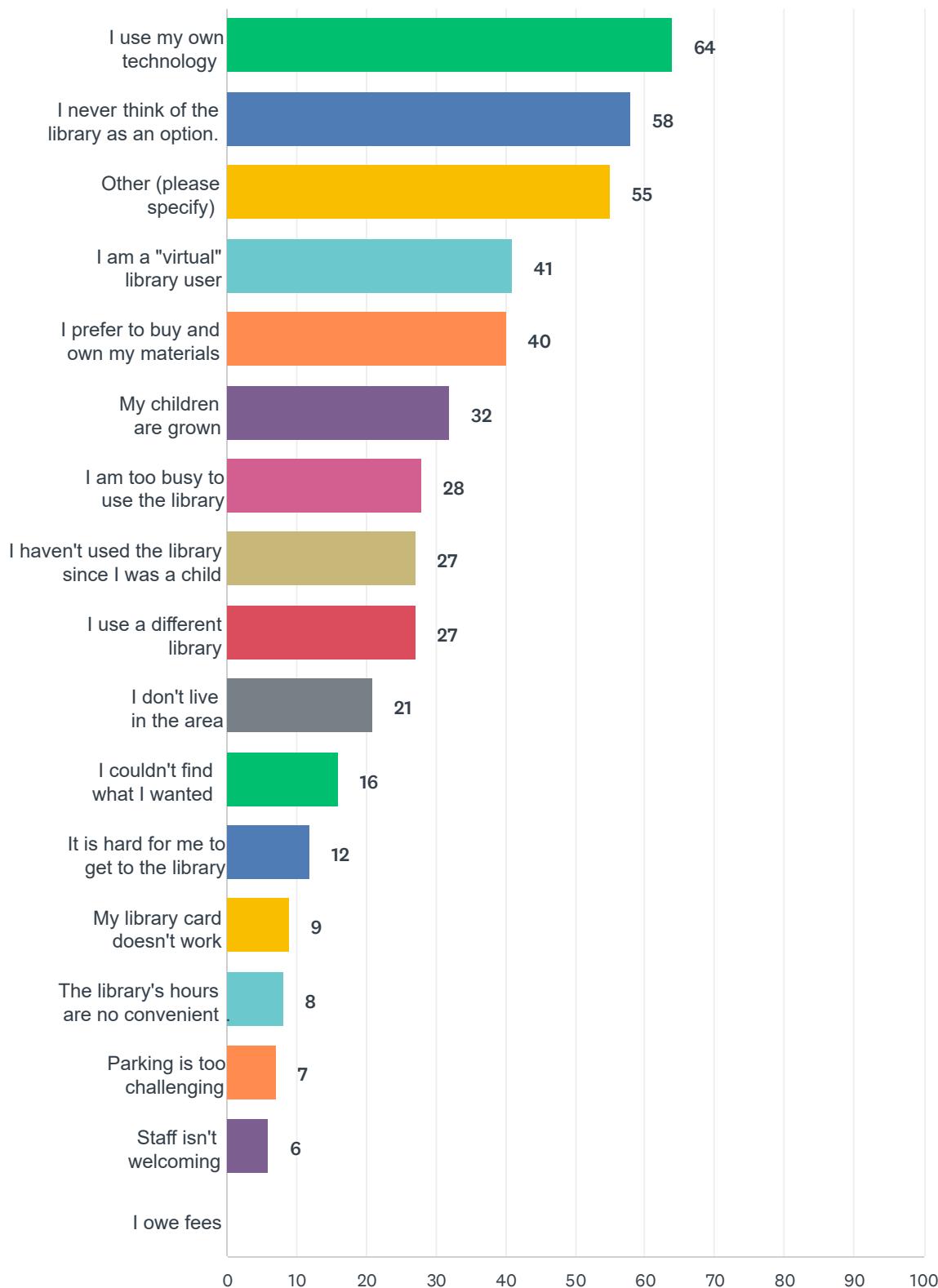
Answered: 2,197 Skipped: 1



ANSWER CHOICES	RESPONSES	
Daily	2%	35
Weekly	26%	569
Monthly	35%	776
A few times a year	26%	569
Hardly Ever	8%	184
Never	3%	64
TOTAL		2,197

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

Answered: 245 Skipped: 1,953



ANSWER CHOICES	RESPONSES
I use my own technology	26.12% 64
I never think of the library as an option	23.67% 58
Other (please specify)	22.45% 55
I am a "virtual" library user (download books from library website)	16.73% 41
I prefer to buy and own my own material	16.33% 40
My children are grown	13.06% 32
I am too busy to use the library	11.43% 28
I haven't used the library since I was a child	11.02% 27
I use a different library	11.02% 27
I don't live in the area	8.57% 21
I couldn't find what I wanted	6.53% 16
It is hard for me to get to the library (transportation)	4.90% 12
My library card doesn't work	3.67% 9
The library's hours are not convenient	3.27% 8
Parking is too challenging	2.86% 7
Staff isn't welcoming	2.45% 6
I owe fees	0.00% 0
Total Respondents: 245	

OTHER (PLEASE SPECIFY)

- shuttle time same as other activity I use this library most every month, or maybe some body will get what I want.
- I get a book 1x month from library for Fox Run Book group. Very appreciative. In addition, I reserve several books a year.
- I live in a retirement community which has a library I also use library of congress books for low vision
- I live at Fox Run and they have a library.. I live at Fox Run and that satisfies my needs. Do want to visit the library, though.
- I get books and magazines through Libby- the app through the library. I love it! I listen to books on tape so I use the library remotely
- I typically check out electronic audit books, which does not requirement to physically go to the library.
- I go to UofM now and use their library because it's closer Mostly use the Northville branch.
- I love the library and all the staff, but I'm immunocompromised from cancer treatment and shouldn't be indoors with people who aren't wearing masks right now.
- I'm disabled I am handicapped and am not able to come into the library. If I could I'd be there monthly chronic illness Don't like germs
- Just moved here New to the area. Just finding out. Newly moved to Novi, planning on starting to use the library this year.
- New to the area and have not had time to visit. New to area and just haven't had time. also recently moved to novi
- Books must be ordered, and you wait for reservation to arrive.
- coffee (cafe?) hour is short Every time I came to the library, they closed early and kicked us out.
- Information from the web Use internet
- I take my kids, I'm not a reader Not in mood to read lately I don't like to read
- I was too busy. I just retired so I will be. My daughter had a large collection of books. I'm on number 2. I used to use the Wixom library when my daughters were young for their children programs
- just retired so starting to use now Plan to start since I'm

I used to visit quite a lot more but the need has decreased over the last 2 years

Family issues doesn't allow time.

Don't want to pay fines if it takes me too long to finish all the books I checked out. I like to check out several at a time and bring back together. My daughter checks out books for me from Clarkston Library where they don't have any late fees

I read so slowly it is hard to finish the books Have a lot of books at home to read.

When a book is on my kindle, I can take forever to read it, and I often do. As a student and grad student, I lived in libraries. I thought I would use one as a retiree, but haven't gotten around to it.

Don't often go south of Grand River except for board meeting attendance

I drive a big truck hauling steel. I leave on Monday morning and return Friday night or Saturday afternoon. I'm usually not at home

The American Library Association and its state affiliates have become a major conduit for library staffs across the country to bring in pornographic books (particularly homosexual and transgender) and to demonize those in local communities who disagree. The ALA aggressively pushes their lists of LGBT books and "resources" for libraries to use to select books and promote LGBT ideology. They help pressure public officials who want to remove pornographic books from children's reach, using absurd "intellectual freedom" rhetoric. They train library officials to demonize parents as bigoted "book banners." The ALA's new president is a self-proclaimed Marxist who brags about "queering" libraries.

My needs are more academic (JSTOR, ATLA) than what you have

Use for Novi history purposes only

I need access medical and scientific literature that the library doesn't offer access to.

A bit of traffic challenge It's just a little too far away from me to be convenient.

It's an ugly building, terrible architecture, not sensitive to site.

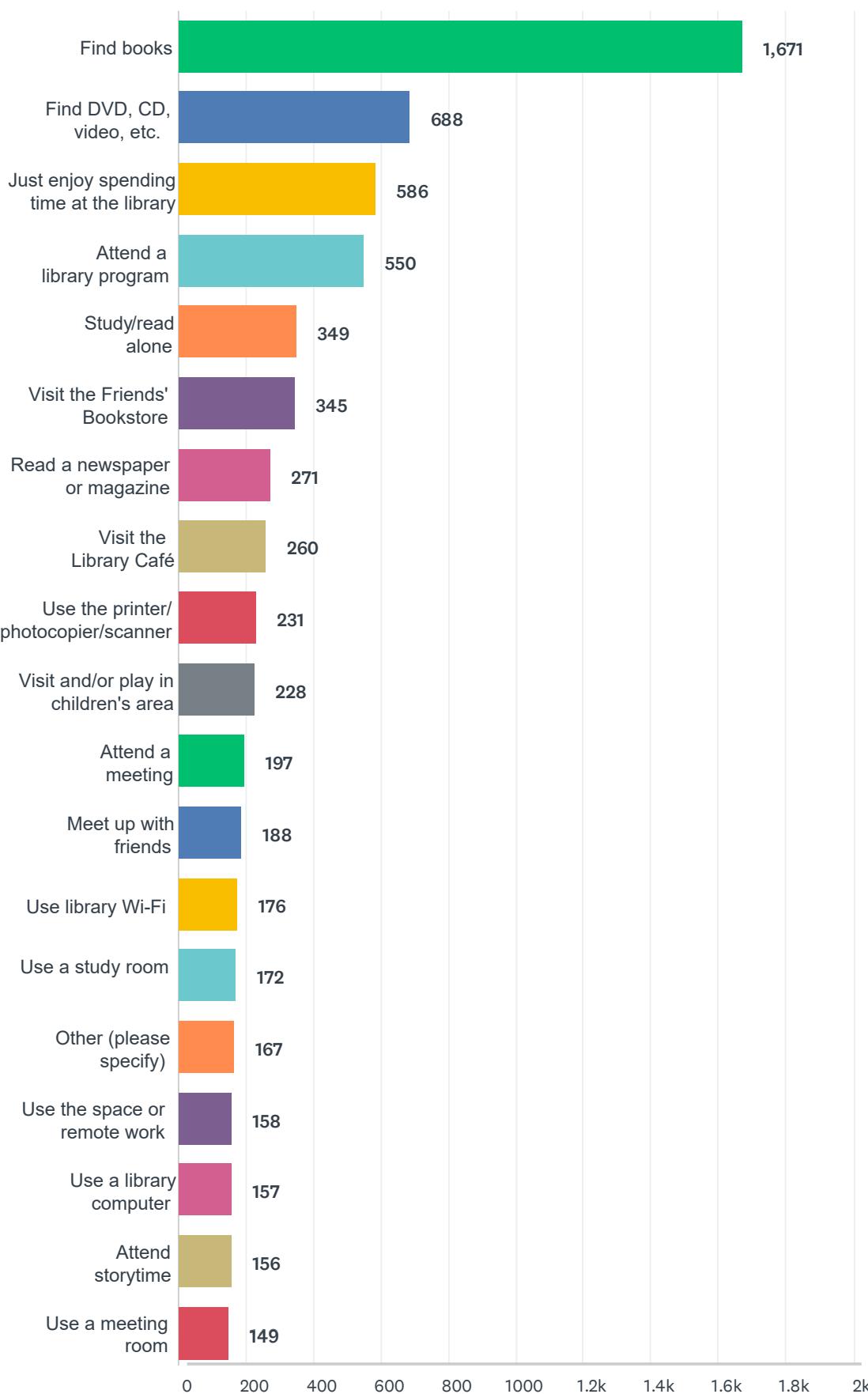
Not aware of library programming for my 3.5 year old Only a few adult focused activities.

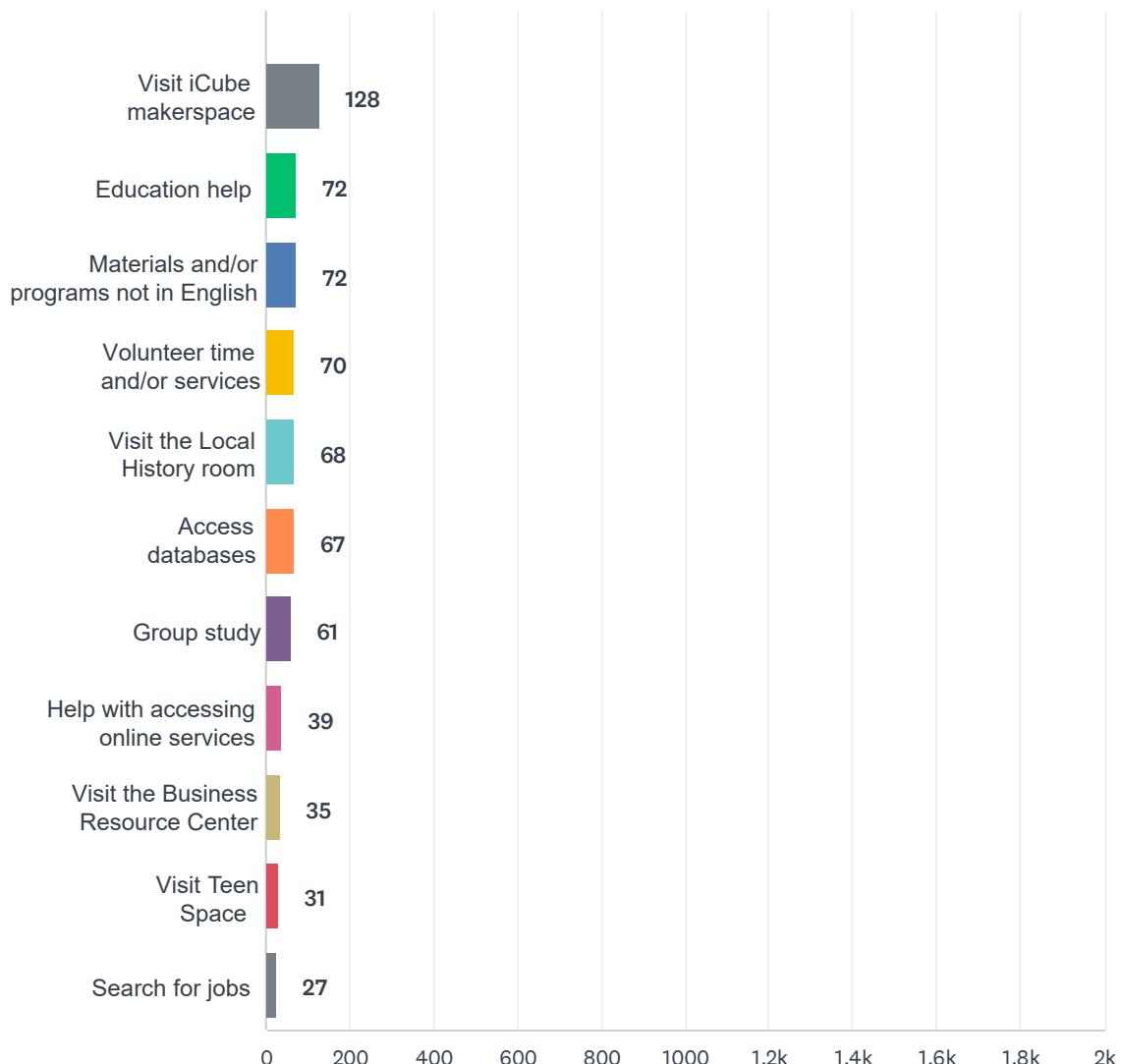
Groups seem to focus on fiction rather than current events. Also, there's no more French language meet-up.

Begrudging staff, to many teens running the place and taking over the computers, parents leaving teens at library like a play room, teens are rude, no fax machine, not a safe or comfortable space.

Q3 Why do you visit the Novi Public Library? (check ALL that apply)

Answered: 1,887 Skipped: 311





ANSWER CHOICES	RESPONSES
Find books	88.55% 1,671
Find DVD, CD, video, etc.	36.46% 688
Just enjoy spending time at the library	31.05% 586
Attend a library program	29.15% 550
Study/read alone	18.49% 349
Visit the Friends' Book Nook	18.28% 345
Read a newspaper or magazine	14.36% 271
Visit the Library Café	13.78% 260
Use the printer/photocopier/scanner	12.24% 231
Visit and/or play in children's area	12.08% 228
Attend a meeting	10.44% 197
Meet up with friends	9.96% 188
Use library Wi-Fi	9.33% 176
Use a study room	9.11% 172
Other (please specify)	8.85% 167
Use the space for remote work or school	8.37% 158
Use a library computer	8.32% 157
Attend storytime	8.27% 156
Use a meeting room	7.90% 149
Visit iCube makerspace	6.78% 128
Education help (tutoring, reference questions, etc.)	3.82% 72
Materials and/or programs not in English	3.82% 72
Volunteer time and/or services	3.71% 70
Visit the Local History Room	3.60% 68
Access databases	3.55% 67
Group study	3.23% 61
Help with accessing online services	2.07% 39
Visit the Business Resource Center	1.85% 35
Visit Teen Space (afterschool program)	1.64% 31
Search for jobs	1.43% 27
Total Respondents: 1,887	

OTHER (PLEASE SPECIFY)

Tried visual reader didn't work.

Genealogy research

Look at books for sale, new book displays, community displays Buy used books or donate books Used book room

Shop the Book Nook (4) Giving books to it Donate books Book store Drop off used books

Use the computer to schedule pick up of materials. Borrow materials from other libraries in the consortium.

Enjoy the outdoor space. Just sit out there, lounge around, read and enjoy my coffee. Outdoor space in summer

See what's coming up Get the monthly book newsletter - Book Page Informative brochure etc.

Just came back, and saw a paper (ESL), and I just got interested, since my Master's Degree. I LOVED it to help the adults.

pickup books previously ordered for 'hold.' (10) Pickup inter library loan books (3) Check out books Drop off books

Pickup holds and work on projects with friends.(3) Pick up books not available electronically Pick up & return books at window (2)

Enjoy the Concerts/ Booking Readings of Authors.

GREAT programs!!! Love the concerts Scrapbook event Concerts by Novi Concert Band and others

I visit either Novi or Northville as I live pretty much right in the middle of them and attend Civic Ctr fitness classes every week. I just like libraries! So all these answers would apply to the Northville Lib too. Oh, I don't see "Donate Books" in the above list.

attend the music programs Book Club PRE-COVID attended library programs

Pick up craft kits for children. (2) They are awesome!

Will like to play board game with 2 or 3 people Met with a coach for chess class last year Adult Japanese Language Conversation group

attend Thurs Knit ing Group Sr, & other Book Study -sometimes In the past attended German speaking group

Borrowing WiFi unit (Great service)

Wait in the library after high school for my parents to pick me up (2)

We're a homeschooling family and use the library to gather books and resources Help my kids utilize the library

Community Blood Drives with the Red Cross

Meet with Boy Scouts to work with them on their individual advancement work. Borrow mobile hot spot. School events at library

Rental hall for our language school election worker Vote

Printing needs

There is no communication form library on exciting programs, initiatives to get students more involved as far as I have seen. The only email I see is "books overdue"

Voice books will be great if you can add more to digital library Look at consumer report magazines

These are what I frequently do at a library

We are happy that the library offers ways to convert photos and movies. Also, while we are not currently using the teen space, our child will be soon.

Renew my library card. I use online services, unless I pick up a book not available online.

Annual renewal of library card renew card (7) Get help on my card from the circulation desk (renewal, pay fone, etc.)

Renew my and my family's library cards Rewnew Library card and update digital platforms that have changed when applicable.

Take granddaughter Take grandchildren (3) We enjoy bringing our Grandchildren to the library and reading with them.

I would like to bring my granddaughter when she is a little older My grandsons like to go To play in the youth services area

The library is a serene and interesting community space to experience sometimes for hours. Quiet time Kill time

Walk the stacks in the winter A comfortable place to hang out when my power goes out (which happens frequently).

I would like to visit the café but it is never open!!!

I am a library science student and have done some of my classwork at NPL. I like to visit the Friends Bookstore. The makerspace is a wonderful addition.

Staff member employee (2) Work EMPLOYMENT

Pick up Federal tax forms (2)

To charge my EV car while I'm in the library.

Love discovering new non-fiction / fiction in the new book section on the lower level.

Just moved here from Plymouth. Not a member of Novi library yet so my response is based on what I need Novi to be based on Plymouth's great library and always wonderful experience. Also used Canton which was a noisy filthy library because of the food they allow brought in and kids hanging out disrupting quiet nature of a library

Studying

Use special equipment, e.g., LP / CD digitizers.. Books on CD,

Despite not checking every box, those unchecked services/resources/tools/spaces are still important.

We love your library programs for kids. They are so special! And the activities you do for like holidays (paint a ceramic pumpkin, magician show at lakeshore park... build a penguin) are amazing! The things the kids get to craft and all the prizes and raffles available for many children is amazing! I don't know any other library that does that! My kids just love their stuffed animal penguin and my oldest was sharing all kinds of facts about penguins on the car ride home!

To check out the Wi-Fi hotspot device. Check out storytime backpacks, STEM kits

Right now I don't visit the library often. I live at Fox Run now since my husband passed away. But when my husband was alive we visited very often. But I do like to get books on line. We also donated books.

No car

Didn't know I could do all those things there.

I would visit the Novi Library more often if I could. As the member of an outside Book Club, I have enjoyed relationships with three successive Outreach Librarians who have been immensely helpful to us in selecting works for our future reading

Vistited library several weeks during unemployment and it has been very useful to use computer and other resources for preparing for job searches and applications

Use digital opportunities

Browse the book club section

Teen space many kids out of control and messy. My children do not like coming to the Library anymore because of this reason.

Write in my journal.

I do not visit the library personally but order items online and my neighbor picks them up and returns them for me. If I were still mobile I would partake of the other activities.

attend children's school event at the library

My usage of the library is expanding, very recently, now that my hobbies and educational pursuits are changing (so 'Materials and/or programs not in English', 'Use the space for remote work or school', and a few others may apply) and also because my daughter is old enough to go to the library and pick out books and attend children's events. (So 'attend storytime', 'visit and/or play in children's area', and 'visit iCube makerspace' will likely become near-future uses of the library for us, too.)

Pick up books pick up a reserved book, buy a book while there

Enjoy putting books on hold and picking them up. Pick up a book I placed on hold pick up books Pick up hold book.

Drop off books to donate Used books

Purchase Christmas gifts.

Most of my reading material is ordered on line and I just run in quickly to pick it up by the front desk.

Find Conservative books Children's book

Used to attend a writers group but the library canceled it and i have barely come since. Wr pay novi taxes vut we are at the far north corner of novi and our sub considers ourselves the forgotten part of novi.

ebooks, I often have 10 on hold and read 100 books a year. My library ebooks access saves me hundreds! I love my ebooks and the app and Novi make it easy!

I do this exclusively online Go online to get Kindle books

Youth programs Use play area

Read National Newspapers and support Book Nook used book area while having coffee & bagel. Looking forward to exploring other areas.

Find information about local events and other resources such as Hoopla and other avenues for audiobooks.

attend Novi ECEC special education Thursdays

My son loves to borrow and read books. Play in kids area Usually to take my younger kids to get books.

I do not visit often because I am in my 92nd year, living in Waltonwood Novi. BUT I am able to search for books online and Outreach is giving us FANTASTIC SERVICE at Waltonwood.

Bathroom stop on walk Use the restroom while on a run/walk :) bathroom break on walk

Porn

I do bring my granddaughters on occasion. Offered to volunteer at the Book Nook but was told there was no need (by the gentleman sitting at the Book Nook table). Would be happy to do something else. I can be contacted at 517-_____(cell phone). I'm a retired teacher.

Unfortunately the Novi library never owns the book that I need for my book club. They are usually new books and the cooperative doesn't share. I do not like having to purchase the book

Books, videos etc are available via the internet without physically being there Preferably e books

A place to go to after clubs/sports are done.

We use the Walled Lake library weekly because they have curbside.

Over the years my family has used the private rooms for tutoring, the computers when quiet time is needed for work, and playtime when the children were young. These days we stop by the library once a week to check out books and possibly DVDs. I also often make purchases in the store.

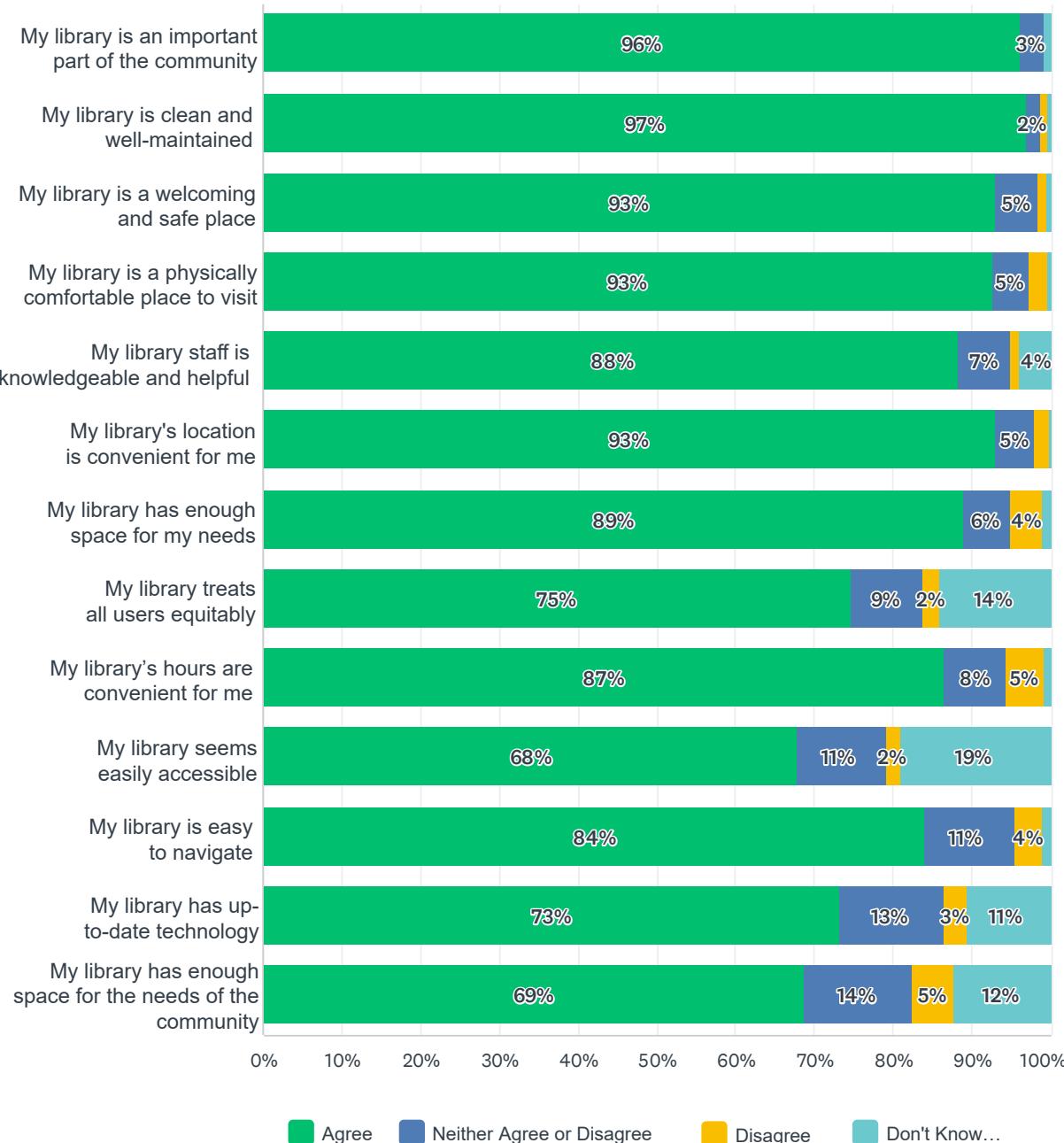
Use the equipment upstairs! use iCube Use the laser cutting equipment

We just moved to Novi recently, and my husband has not yet stopped by to get his library card, but he recommends to those in his investment group, and will in his new stock group, that they use the online Morningstar and Value Line databases.

I used to go to quiet room which doesn't exist. Quiet study room has no computers.

Q4 Thinking about the Novi Public Library, please indicate how strongly you agree or disagree with the following statements.

Answered: 1,744 Skipped: 454



	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	DON'T KNOW/N/A	TOTAL	WEIGHTED AVERAGE
My library is an important part of the community.	96% 1,671	3% 52	0% 3	1% 13	1,739	0.97
My library is clean and well-maintained.	97% 1,680	2% 31	1% 17	0% 6	1,734	0.96
My library is a welcoming and safe place.	93% 1,610	5% 92	1% 19	0% 8	1,729	0.92
My library is a physically comfortable place to visit.	93% 1,607	5% 82	2% 37	0% 8	1,734	0.91
My library staff is knowledgeable and helpful.	88% 1,534	7% 113	1% 22	4% 67	1,736	0.91
My library's location is convenient for me.	93% 1,615	5% 86	2% 32	0% 2	1,735	0.91
My library has enough space for my needs.	89% 1,544	6% 105	4% 71	1% 16	1,736	0.86
My library treats all users equitably.	75% 1,293	9% 159	2% 35	14% 246	1,733	0.85
My library's hours are adequate for my needs.	87% 1,506	8% 135	5% 86	1% 13	1,740	0.82
My library seems easily accessible and usable for those with physical or mobility challenges.	68% 1,177	11% 196	2% 30	19% 330	1,733	0.82
My library is easy to navigate and I can find what I need.	84% 1,459	11% 199	4% 63	1% 16	1,737	0.81
My library has up-to-date technology.	73% 1,273	13% 233	3% 50	11% 184	1,740	0.79
My library has enough space for the needs of the community.	69% 1,192	14% 236	5% 93	12% 213	1,734	0.72

OTHER RELATED COMMENTS

Facility/Spaces	
Availability of individual rooms for those who can use on needed basis rather occupying by someone	Other than housing books, the library is mainly a teen center. The teens take over -including using all the "study" rooms and talking. The library use to be a quite place to actually read - it is not anymore. And the little kids area - basically the first floor is also loud and not a quiet place to read. A play area and computers (where mainly games are played) all out in the open -really...
Atleast for me it is important comments. I would prefer library to offer free low key conference rooms to host small gatherings of NCSD students. For example, coach science olympiad team or coach, conduct chess, robotics classes.	The kids area should be seperate - basement or upstairs and the main level should be quiet and easily accessable to seniors. You make ederly people go upstairs - it should be young families that use th estairs or elevators.
Children's section is small compared to other local libraries. Could use some other soft lounge areas in the adult section to read.	
Could use more chairs for comfortable reading spots	Novi needs a seperate teen center or something setup at the High School!!!
Could use more study rooms	Most of the students are not at the library to study. They are there to hangout with friends and parents use it as a babysitting place. And the teen pick-up - are you kidding me. A bunch of big lazy kids needing front door pickup, making that area congested and full of fumes from vehicles. And a room for kids to play video games -really...????
Definitely an improvement over the last one, but others I've been in have been more inviting or magical in the children's area.	I no longer use the library, since it is a teen center. I only go there to pick up books on hold. The whole scene is a joke and very sad and things need to be changed.
Digital lab...icube...equipment is junk and attendants are frustrated.	Our library needs more space and comfortable spots for quiet reading. It is great that young high-school kids are using the library but there needs to be a quite zone for reading where there is no tutoring or other activities
I find the children's section of picture books hard to navigate if my daughter is in her wheelchair.	People are fighting for the study room quite often, especially in the summertime when family members come to the library early in the morning to get a room to stay in the whole day from 10 am. until late in the afternoon.
I should know, but I don't, know if there is a public elevator to the 2nd floor where most adult materials are kept?	Since there are only 5-6 rooms, two family occupying the room the whole day cause problem for those who want a group study. Those two families staying the whole day is perhaps wants to stay in a cool area and avoid heating bills at home. So it is understandable.
I think make a room that is for teens to play like board game or something else to keep enjoying in the library	small study rooms are not always available
I think the children's area needs to be bigger and more colorful/appealing to kids.	Sometimes all of the study tables are full when I go to sit and do my homework.
I think the craft rooms for Masterpiece Monday and Craftastic Wednesday's could be larger. Also, the room for guest speakers (North side of the cafeteria) is always cold in the winter and the chairs are uncomfortable; lastly, usually too small to accommodate more popular speakers.	Sometimes the kids play area is really crowded.
I will just like to, maybe, have more study rooms or phone calls cabins.	Sometimes there are so many students there Ai have difficulty finding space for my study needs (I am a senior adult)
I would appreciate more collaborative space on the main level to talk and work while enjoying food.	story room is very small, toys are worn out compared to other local libraries
Insufficient study/work rooms. Important for all users to have more rooms	Study rooms always filled in afternoon
It's quite a labyrinth for first time visitors, though I have only been there once as I recently moved. I imagine on future trips that will get better.	The chairs in the study rooms are not comfortable.
Lack of quiet study rooms... They are never available.	The children's area has no personality or coziness.
Library is dirty, especially in the afternoon	I would much rather take my grandchildren to the Farmington library.
Library is dirty, especially the children's section. Not enough room in the building to accommodate the large amount of high school students that populate the building in the afternoon.	The story time room is tiny and should be moved to a larger space
Library is getting run down.	The last time we were there the children's area was a bit dirty. It seemed as though no one had run a vacuum in days which was hard with a crawler and a preschooler who wanted to sit on the ground
Library should be updated inside and out. Should be larger to accommodate so many community members.	The library could always use more room. It would be really nice to have coworking spaces available for remote/hybrid workers. It is hard to get a study room since it is first come first serve.
More study rooms are needed (2)	The library could use some more comfortable seating.
Bring biggby or Starbucks instead of the Chaffee	The library is overrun and controlled by students in the late afternoon and early evening. Some study groups are evident but for the majority of students it's a social venue... loud talking, eating, moving from one group to another.
My library is well laid out, beautiful and I love the self checkout.	To escape to the newspaper room is not an option because that space is also taken over with students,
Need more sitting areas	although not to the space degree.
Rent a room to (Novi residents) religous groups at a reasonable price.	Seating space is nonexistent in the main area. I select my books and leave as quickly as possible. I'd like to stay and pursue other reading materials but I just can't wait to leave. What happened to Shhh and consideration and respect for others?????????
The teens area to keep noise down is a great idea	The library needs to be bigger and 24-hours.
The use of the library by the high school students who by 50% socializing and not studying is overwhelming. They are overly loud and congregating so that others can't enjoy/use the space comfortably. The teen space should be used by all of the students that are just socializing.	The lighting is way too bright, and there aren't enough tables.
There is no place to sit in the library when the high school students and their "study groups" and "tutors" arrive. The library takes on a different feel and it is not inviting to visit the library at that time.	The older chairs need to be replaced or refurbished as they are uncomfortable to sit in because the foam in the cushions is completely broken
Very well maintained and clean library.	I've used the iCube 2 or 3 times in the past year and LOVE it! What a blessing to have access to all of that software/technology - thank you NPL for investing in such a unique, useful, wonderful space! Shout-out to Jess Holowicki, too. They are great to work with; patient, kind, resourceful, knowledgeable - and masterfully skilled at using the equipment I've needed help working with. Definitely an asset to the iCube!
We always enjoy our visit at the library. I would like to see a few more items put in the kids play area. Such a wonderful big space for children to play. I think it's wonderful it's not clutter but I feel like a few more items could fit!	In the afternoons on school days, it is nearly impossible to find a table for my daughter to work with her tutor downstairs.
We moved to Novi from the Rochester Michigan area and an outstanding library there. That library had a very large fish tank that separated rooms and was enjoyed by all, especially the children. It added to a relaxed, calming atmosphere.	I would like to say, after school gets out the library is not as peaceful. More like a day care
When it was built it was already too small. Not enough study areas, and just places to sit or gather together. And there needs to be easy to access power for charging laptops and devices.	I would like more current book bags for my home library group. This area has been re-painted recently and needs a refresh.
Would like a larger or more advanced children's space.	
While the patron space is very comfortable I worry about how cold/uncomfortable it is at the front desk for employees	
Would like to see more comfy chairs that invite curly up to read. An electric fireplace would also be a nice touch.	
I wish the childrens area was a bit larger. WB and Farmington have amazing children's areas.	
The Chattanooga Tennessee public library is fantastic and would be a great library to replicate. They offer things like a music studio and craft room for the public to use and I think that would be a great addition here!	
Needs to be more colorful	
More comfortable seating in play area for parents of little kids would be nice.	

Facility/Spaces - Continued	<p>While I haven't had much opportunity in the Maker space (making an appointment and getting to understand it is a little intimidating) I do want to. I dislike that the seating by the windows in the children's area has been taken away. There isn't enough seating in the children's area when I came with my babies. The play area was full and seating they pulled from the windows were full. The seating by the windows were a nice quiet cozy area that parents like to sit with their children's and read. It was a shock when I saw the library had moved those seats. I was left uncomfortable trying to seat in these small seats trying to read to two busy toddlers in chairs by the book section. The soft chairs that use to be by the window the kids enjoyed looking outside and reading.</p> <p>Cookbook section could be organized in different manner. Would like new / recent cookbooks displayed prominently.</p> <p>collection of books and available space is not enough for a growing novi community. Please see benchmark nearby communities library like farmington hills, southfield. I end up visiting those libraries because Novi library cannot meet my requirements a number of times</p> <p>Bathrooms were dirty, teens hanging out in the stalls after school hours.</p>	<p>The parking lot access is not ideal. I believe parents pick up their children after school creating a parking issue. Additionally the layout of the parking lot is awful. Parking spots along the north side are backing out when cars are using the area to pull in. Plus people are exiting their vehicles from those spots having to cross incoming traffic. Also the access to the book return is where kids are walking from school, many cars don't follow the signs and try to make a sharp turn to drop off books. Bottom line is having one access point to the library and the poorly designed parking lot are the worst part of my library experience.</p> <p>The parking lot is also crowded and becomes dangerous with the students driving through it and the parents lined up to pick up their kids from school. You often can not access the drive through window area and when the parents are parked out front of the library. This causes patrons to go around the cars and into the path of incoming cars. When there is an event at the high school, there is limited parking in the library parking lot.</p> <p>I wish the library had more evergreen trees around it. They can serve as a wind block in the bitter cold.</p>
Parking/Outdoors	<p>This is attributed to who designed the library, but the parking lot is dangerous for pedestrians and cars. The drop-off box should be in another area, out of the path of car and especially pedestrian traffic. And (I know these physical points can't be changed) parking should have been all the way against or up to the building so families/small children/handicapped patrons/everyone seeking entry would not involve weaving between moving cars. Many times when I am there, I notice it is quite dangerous with the current design. That doesn't begin to address being out in the Michigan weather elements. The back up of cars to get onto 10 Mile is not safe either, especially with pedestrians having to walk in between the cars. Out of the library's hands, I would suppose, but the planning was not the best.</p> <p>Due to traffic and congestion, turning left out of the library can be a challenge. Exiting the parking lot is very dangerous. There should be no left turns out of the library during peak hours. The main entrance /exit should be relocated and combined with the high school driveway as there is already a road connecting library to the school driveway.</p> <p>The EV chargers seems to be not enough, and there is people that leaves their EV cars charging even when they are not using the library.</p> <p>I would say that I wish they would open the return slot during off hours again. Before Covid you could return books 24 hours a day every day. Now it is only open during library hours.</p> <p>It can be very challenging making a left turn onto 10 mile road, from the library parking lot.</p> <p>It is difficult to pull in and out of the library parking lot when Novi High School is getting out or during morning or afternoon rush hour.</p> <p>It is very annoying when you can't return a book during off hours. Not sure why return slot wouldn't always be available.</p> <p>Located by City Hall and High School, way to congested. My husband gave suggestions to alleviate and was told there are three different entities and could not agree on a traffic light. It is very difficult to get out of your parking, main door entry way is unfriendly unwelcoming.</p> <p>Making a left out of the library is very tough, and it causes a back up.</p> <p>NPL allows people to park in front of the building "for just a minute", but that is literally a safety issue, as vehicles block the vision of other vehicle drivers from seeing pedestrians heading to the parking lot.</p> <p>Need a traffic light</p> <p>Parking can be a problem. Other than that I enjoy the library and grounds.</p> <p>Parking can be an issue but I just park by school.</p> <p>Parking is adequate for my needs.</p> <p>parking lot is small and dangerous during heavy use times</p> <p>Please consider allowing users to utilize the drive-up window without having to call 1 hour ahead of time to arrange a pick up time. The items are all prearranged holds, so they should be on the hold shelf anyway to be quickly grabbed.</p> <p>The front entrance to the library was poorly planned out. Crossing pedestrians must navigate inbound and outbound car traffic to get to the entrance. The area in front of the entrance should not be allowed car traffic. Although I like the handy book return outside it adds to the above situation.</p> <p>The last check, "my library's location is convenient for me" is something that the library cannot fix. It is situated by schools, but this is a huge convenience factor for students and those seeking education. Sometimes it can be hard to get in or out of the library during school hours, but the benefit of the library and its services to the community far outweigh this minor inconvenience.</p> <p>The parking entrance and exit is HORRIBLE, should be second option to enter/exit on TAFT. Children's play area could be nicer</p>	<p>One staff at the library was RUDE. To be more specific, me and my husband did not like the way one staff talked with us. Totally unacceptable way to talk with customers. Even the kids felt hurt with the way she talked.</p> <p>The children's staff could be more friendly.</p> <p>You need to train your front desk help to adequately assist people. I had to twice to get my library card renewed because it was not done correctly. And it is still not right.</p> <p>When I first moved to Novi 10 years ago I had a hard time adjusting to the librarians on the main floor. They always seemed like they were unhappy working the floor and wanted to be in the offices.</p> <p>The staff at the library: courteous, helpful.</p> <p>The staff is very helpful.</p> <p>Those who are in charge of the International Program are only kind and hospitable to one specific culture and country. The people from the other country, especially people from the neighboring countries feel very left out and try to understand why she is so unfriendly or more kind to just people from Japan.</p> <p>The library staff is not particularly friendly or helpful on all occasions. They can be pleasant, but often, to me, do not engage with patrons of the library. Current systems are not always user-friendly. Picking up books on hold can be difficult, or using various services. I don't feel I can depend on assistance from the staff.</p> <p>The library staff is so helpful. Thank you very much.</p> <p>The ladies at the checkout desk are always unfriendly and rude! Not great staffing choices for a position that is one's first impression upon entering.</p> <p>The front desk staff is often 'short' with patrons</p> <p>Staff is very helpful once I moved back into Novi after being away for 10 years.</p> <p>Staff are always helpful with any questions I may have. They are polite and friendly.</p> <p>Staff are rude & racist. Library head people are also rude & extremely racist.</p> <p>Staff could be more friendly.</p> <p>Staff especially front desk need to be trained to be polite to all users</p> <p>Staff is informative, inclusive and impressive</p> <p>Sometimes the desk people are very cranky and not nice to talk to.</p> <p>Rarely am I greeted by the staff at the desk when I walk in. They are usually talking to each other and not acknowledging anyone. Also the drive up people are not helpful if you don't know that you have to call ahead to get your items from there.</p> <p>More friendly staff</p> <p>I wish the customer service was more friendly and helpful. It has always felt like staff are machines with little genuine customer service.</p> <p>I think that the front desk people are so unfriendly and unwelcoming- so much so that you've had volunteer greeters in the past. The few times I've asked a question they reluctantly look up from their computers to answer. The welcoming and safe questions should be separate. The library is safe but very unwelcoming. And I love the quiet area on the second floor.</p> <p>I feel that they treat rich people better than poor and yes I feel they know this by your name and address had this experience there more than one time. This is disgusting, degrading and INHUMANE!!!</p> <p>front desk staff could be friendlier</p> <p>Front desk staff has been short and rude on many occasions</p> <p>Front desk staff should have more welcoming and friendly attitudes. Some of them barely smile considering they work for the public.</p>

General Library/Love the library

This is a great library with the best Team! I enjoy every visit and appreciate what this library does for the community .

The library has almost always met my needs.

So grateful to have 2 excellent libraries, Novi and Northville within walking distance f my home.

Please see my previous comment about the FANTASTIC SERVICE that Outreach provides.

Novi has a terrific library

love Lakeshore Lending Library

Love Novi Lib.

love the Novi library

Love this library - please continue to maintain the resources and hours for our great community

It's just an absolutely awesome library.

It is the best library! I was an integral part in planning of it with Margie. Loved our old and adore our "new" one!

It is not just adequate. It is excellent!

I usually search for books and DVDs via computer, and then pick them up. I also check out audio books

I strongly agree to most of the above statements. Our Novi library is excellent. I moved here from a large city and the Novi library is no doubt better than the ones I had available there.

We love the library!! It is great for young kids; we love the staff and story time.

I live on walled lake and i love the book nook

I love Novi library....

Npl's is the best of the best!

I love the concerts throughout the year.

I LOVE THE LIBRARY!

I love the library! You all do an amazing job!

I love the Novi Library

I love the Novi Library. However, since my children are becoming adults, I rarely have a chance to just go and enjoy it.

I like that I can make photocopies easily there.

I like when I'm looking for certain book titles and if the Novi branch doesn't have it, they will order the books I want from other branches.

I live on walled lake and i love the book nook

I am so happy to have this caliber of library in my neighborhood!

I appreciate the online access of audiobooks and databases.

great resource

Technology

App is difficult to use since the change last year - did not have staff to assist with using either

Library app needs updated

Technology keeps breaking down.

Need to update the technology for converting vhs tapes to thumb drive instead of cd

Only issue I have is the on-site computer system for looking up location of books. Very old and often doesn't work.

The new self check out terminals are difficult to use

Tried using maker space to 3D print a part I needed to repair a household item, but it was painful, frustrating and would have required multiple trips to accomplish. I ended up using the facilities at a local computer shop. This was far easier, cheaper, and much less frustrating. They actually helped me do what I wanted to do in one trip and it was cheaper than using the library. The lesson I learned is that it is better to use a business that depends on repeat customers in order to earn a living.

The computers to search for books are good but frequently have frozen screens. There are multiple computers, so at least one is usually working so it isn't a major problem.

Poor options for multiple online books for bookclub checkout

Need regular message updates on the book renewals.

Moving from Wixom Library to Novi Library created a problem with my hoopla account . This is still a problem that nobody is willing to solve. I tried all of the suggestions from the librarians but still when I try to login the answer is that I cannot use this site as a member of Novi library like I used as a member of Wixom.

It's challenging using correct formate being used to check out and read on a tablet or iPhone

In regards to searching for materials/books on the computer, it is possible to "limit" the search for materials ONLY found within the Novi Library. Ex: When searching for materials, a complete list appears only to find that most of the list is located at other libraries.

Operations/Accessibility

Check-out systems/directions are not always clear.

The idea that we have to renew cards annually creates unneeded work for staff, I would think, and it's a bit of a bother for patrons. Questions about why it is necessary are answered in a vague manner.

A check in acknowledgment/receipt should be given to a user. Once I was called for a fine even though I had dropped a book. I didn't have to pay anything, later on after a week or so they told me they found the book. I must tell you it happened only once in 4 years.

Difficult to renew card - no notification; must have license on hand; Also, I would really like it to open earlier... Around 9

Pick a sorting system. Alphabetical by first name or last name not both. I found author Terry Brooks in both the b's and the t's.

VERY DIFFICULT for handicapped. 1) No close handicap spots 2) must enter building to renew card. You give preference to Fox Run renewals at three years. Why not allow other seniors to renew for three years? Use Meadowbrook Center or let us renew at Fox Run? Publicize it.

Wish the return slot is open 24-7 , not only open when library is open wished you opened at 9 a.m.
Would like earlier hours

Would like it more if the library opens at 9 AM on all days. Would like it much more if they are open until 9 PM on Fridays as well.

Would like to see only one weekday late hours and have later hours for Fri
Would prefer if library is open earlier.

Would prefer open later on Friday evening and Sunday year round.

Additionally, how many other Libraries require yearly renewal of membership? When I moved to Novi I was given a sticker for my license. It fell off a short time later. I still have that license and at renewal time the 'short' front desk staff does not offer the option to present other forms of ID instead encouraging me to go back to the Secretary of State. I then quickly produce my property tax record or DTE bill.

Should be open on many of the holidays. I think you would have great usage. Opening at 9am would better match my schedule, but I am still able to visit regularly with current hours

Many holidays, when I am available to use the tax payer funded library, the library is closed.

It would be nice if it opened a little earlier

It would be nice to open the library little early on weekends so that if someone wants to come and study can utilize that time.

Is annual card renewal necessary- often inconvenient for us. Anyway we could be renewed electronically or at least notified of impending expiration date? Small matter, but it requires a trip back to my car to retrieve my wallet with identification in it. Not the end of the world, just saying.

I'd like if the library was open later on Fridays.

I wish the library opened at 9am. I drop off my daughter at 9:10am at the Novi Early Childhood Education Center for preschool and would like to come with my toddler to read books afterwards. Instead we go home and sometimes get caught up with chores at home and don't get a chance to come back. I wish the library opened before 10, perhaps at 9 am. For parents of young children, it would be helpful to be open earlier!

I wish the library was open earlier.

I would like to be able to pick up and return books at the kiosk at Lakeshore Park, which is much closer to my home.

Earlier window drop off hours would be a lot more convenient. Even an hour earlier would be great.

I find it so convenient to hold books from our library. Also the system automatically renew books for me without charging me fines. A couple of times I paid for lost books. They showed up not long after my payment. If I could still get book returned within certain time frame after my payment, that will be better.

could use more hours that the library is open.....earlier and later.

Programs

Would love to see more HS Teen engagement opportunities and reasons to go and hangout with their friends in a welcoming and educational setting. It's positioned perfectly to engage more. Maybe hosting already existing HS programs or making up new ones. Maybe Thursday and Friday event events?

Would like to see programs teaching basic techniques for computer, phone, tablet and home TV new streaming and economic electronic uses for seniors. Little or no services exist in these areas.

more family events

Library has wonderful programs - educational, informative, cultural - free and many provide snacks/food/coffee/water.

I belong to a Book Discussion Group at Fox Run. Your liaison staff has been very co-operative in suggesting and delivering books for the group's use. The only shortage we are experiencing from time to time is not enough Large Print copies.

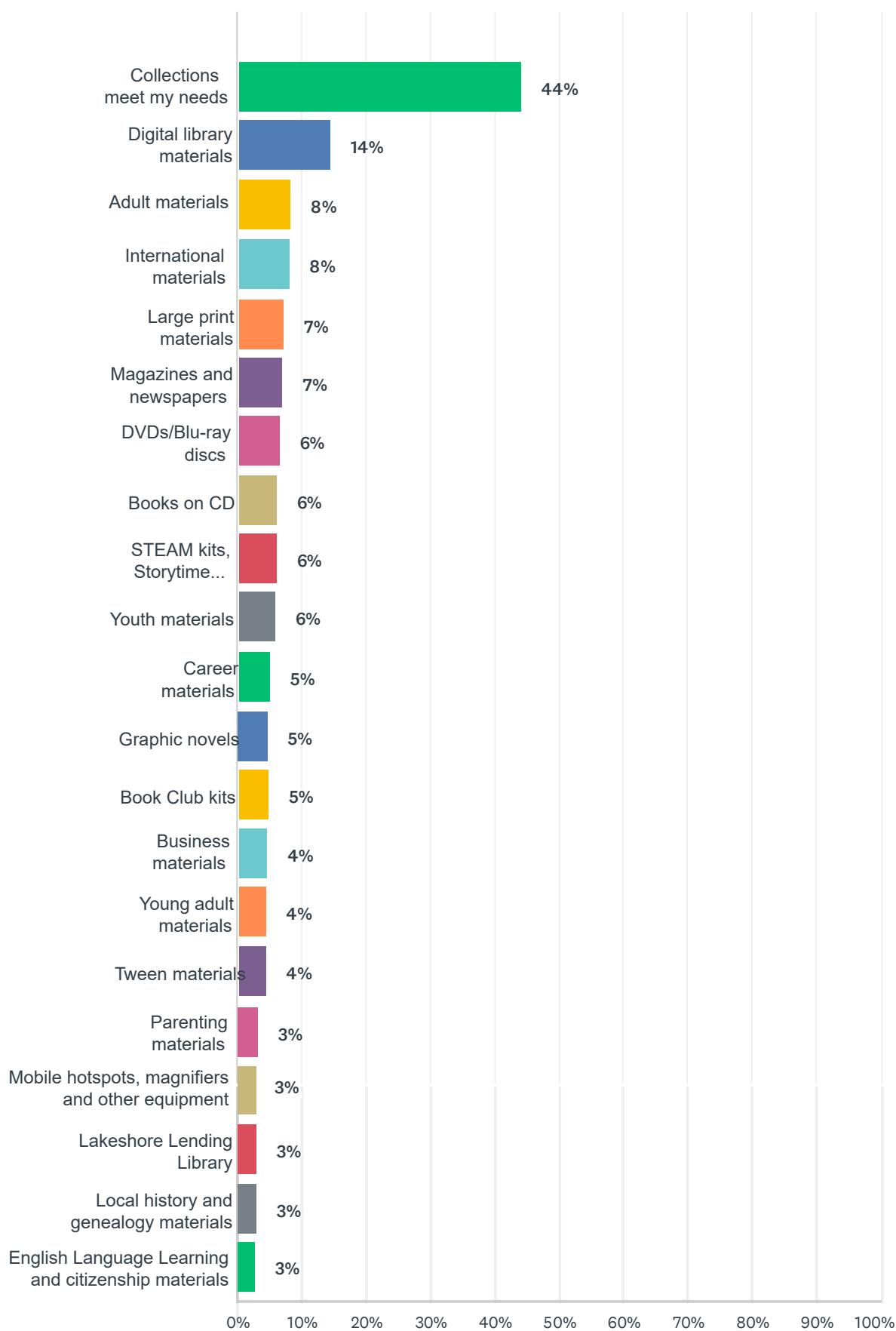
I am a Northville resident and only visit the library and in the past I visited the

59 of 167 special lectures and the German discussion group

Collections	Other
Best sellers and new books - very scarce and have to wait too long for them. book collections seem like they have wiped out classic and older works in favor of trade fiction. Even such works crucial to the world literary canon. One novel by Dostoyevsky in your collection??? Very strange. Sometime I don't get the books I need, most of the books are checked out, so I should place it on hold.	Why not equally? What does equitably mean?? The nearby Police department should be dismantled and replaced with a backup Library
Most of my check outs are digital lately. I greatly appreciate this service Displays are changed often. They are well thought out. They are colorful. Attractive.	I would bring my kids more, if the library was open during holiday breaks. I understand being closed on the day of the holiday, but closing for multiple days before and after, makes visiting difficult.
I wish you did not get rid of the CD's I'm struggling with locating / finding materials for younger audiences. The differentiation between Teen, Tween, Young Adult, Juvenile, Youth is confusing and in different locations throughout the library.	I would be amazing to have the Starbucks open on the weekends I have been to Farmington Community Library. It has big conference rooms, more library programs for kids and had more book collections. Comparatively Novi library is smaller.
I would usually need help finding Girl Scout reference books, because they would move to different locations over the years. I wish we could check them out instead of having to copy the badge instruction pages. Though the space is smaller, I haven't had any issue at all requesting books that I want to read and the wait time is usually much less. The DVD collection is fantastic!	As a newcomer to Novi in June 2022, I used the Neither Agree or Disagree option when I felt I didn't have enough information or experience with the question.
I like movies on Blu-ray and 4K Blu-ray discs. Also music CDs.	BLAHHH
Services	I didn't know answers to "neither Agree or Disagree". I do not know the above as I do not physically go to the library. I haven't lived here long enough to respond to the other statements.
Would be great to have city transportation to programs and events that are in the evening or on weekends.	Locations We are so far from the main library. When we lived in Farmington Hills we were walking distance. I used the Little Walled Lake library to borrow books but not any room for writing or research.
There is no book club corner/room that I'm aware of where one can pick books for a group	Also love the Lakeshore library which is closer to my house
Previous Tech tutoring has been helpful for my needs in the computer research and document storage. I was told it is no longer offered. I would appreciate such technical instruction being offered.	COVID These answers are about current usage (i.e. pandemic affected), prior to the pandemic I used the library more. How quickly the masking policy was dropped is disturbing. We felt safe in the library when everyone was wearing masks, now we mostly prepick them online and grab them off the shelf or if necessary make very quick trips.
Like using Ancestry and other websites like that.	
I would like to use fax machine more often.	
DEI	Marketing/Awareness The Website could be upgraded I think. Like, when you go to your "Saved List" and remove an item, you can't find where you were anymore ... you go automatically to the first page of your Saved List. It's a lost of time
When I walked into the children's space it wasn't representing white children at all in any of the books in the top of the shelves. Only children of color which I found very strange and deliberate. I love to celebrate all children not just children of color... I'm hoping we are being inclusive to all. And not just gay white children, or white children struggling with their identity issues... but white straight children just wanting to learn how to read. Is there some bizarre political agenda being executed by your staff? And if so I don't want my tax dollars paying for this crap. Just celebrate reading for all. Like we used to at library and didn't push racial and sexuality propaganda towards our kids through books.	
The reason I put "disagree" for being welcoming is because I see NPL leaning toward the LGBTQ community,... in the purchase of their books for children, as well as the signs that are posted around the children's area. These signs and books give the unwelcoming feeling to people in a traditional family that they are doing something wrong and exclusive toward the LGBTQ community. We are being judged by NPL before we even walk in the door. Putting these safe-zone signs and books, (My Pink Shadow, for example) in the children's section makes a child question the traditional family. Shame on NPL.	
I don't feel particularly welcome in the library in recent years. It feels as though the library, like everything else, has become affected by the political divisiveness that is so pervasive in today's society. It's incredibly important that libraries be comfortable and welcoming places to all in the community: left, right and everything in between. The library is ultimately a tool for accessing information, not a vehicle for advocating political or social or really ANY views. Libraries should be completely neutral.	
Concerns	
Not inclusive to Christians.	
Seeing teenage high school kids kissing in open areas, I suggest librarian to speak to such individuals.	
I hate to say it, but I've seen politics get in the way of genuine friendliness. It's everywhere, not an isolated library experience, but it's still sad. Everyone has been impacted by grief these last few years. So politics aside, and because this is a forum of discussion, I'd like to see people seeing people as people that have felt great hurt and not monsters, masks or no masks.	

Q5 Thinking about the Novi Public Library collection of materials, which collections, if any, are NOT adequate for your needs (both selection and availability). Check ALL that apply.

Answered: 1,729 Skipped: 469



ANSWER CHOICES	RESPONSES
Collections meet my needs	44% 761
Digital library materials (Libby and Hoopla)	14% 247
Adult materials	8% 141
International materials	8% 138
Large print materials	7% 121
Magazines and newspapers	7% 119
DVDs/Blu-ray discs	6% 112
Books on CD	6% 102
STEAM kits, Storytime backpacks, and other related kits	6% 102
Youth materials	6% 100
Career materials	5% 84
Graphic novels	5% 82
Book Club kits	5% 80
Business materials	4% 77
Young adult materials	4% 72
Tween materials	4% 72
Parenting materials	3% 55
Mobile hotspots, magnifiers, and other equipment to borrow	3% 53
Lakeshore Lending Library materials	3% 51
Local history and genealogy materials	3% 50
English Language Learning (ELL) and citizenship materials	3% 49
Total Respondents: 1,729	

ADDITIONAL COMMENTS

Good/meets my needs	Book Club
Great variety of selections	A refresh is needed with new books in the book club kits.
I find that Novi library has the new books available immediately and I can find other new or unheard of (by me) authors. The hold process is really good too.	Really, really need lots of new book club kits. Most are so old.
I am happy with the selection	New books that I need for my book club are not available in a timely manner and I have to buy the book. I recently moved from St Clair County and that is a cooperative where all libraries share. Always got my selection on time to read before book club met. Books are in nearby libraries sitting on shelves, but I can't access them as I am a member of Novi Library
THANK you for book kits!	book club kits are old
The Novi Library is by far the best public library I have had the pleasure to visit. Use the digital service frequently. And I'm happy with it. Since I needed to select some thing I selected this item. We can always use more options to stream digitally.	If even available, I always have to wait a long time for Bookclub books.
My principal use of the library is the Book Nook - to buy leisure reading books. On the occasional times I've used the other resources I've not had any problems. My husband and I raised 5 children during initial home in Novi - 30 yrs. Library has served my family throughout. Back in Novi now 2 yrs -> library growth & commitment to residents impressive!!	You've have the same Book Club Kits for ten years. Please get rid of half of what you own and replace them.
Love to download books to my iPad and read always. Confined to home.	My book club has read all the book club kits. So many are very old and they have had them forever. Need to replace old kits with newer titles.
I love the large ebook selection and the ability to suggest ebooks that aren't available, which often are purchased and become available.	
I LOVE HOOPLA!!!	
I love going to the library. I find all the materials I need, I get all of the help I require and the staff is helpful, accommodating and patient.	
Good/meets my needs (73)	
Exceeds expectations (5)	

General/Adult	
1) genealogy books for circulation and in-library use only research, instructional materials, one-on-one assistance, and group instruction & roundtables. 2) German language materials	The international book collection- specifically the books in Marathi- is extremely poor in quality. I am a native Marathi speaker and an avid reader and I have always wondered if a non-Marathi speaker randomly orders the books. Marathi literature is full of excellent authors- none of them seemed to have made their way in our library. That needs to change. I have asked about it in the library multiple times but never got satisfactory response.
Access to back issues	The library does not seem to support the arts or cooking very much.
African American Fiction Authors	The new releases of books are not available fast , it would helpful if we can add the new releases faster to the collection for all age groups and also retire books that are no longer checked out.
French language resources are not adequate	The selection of hunting and outdoors magazines has become too small
cookbook section could be improved	the states second largest newspaper. the DETROIT NEWS, is not available.
Best sellers and new books - very scarce and have to wait too long for them.	There have been several times I've had to wait months to get a book from another or because it's in high demand. I've ended up purchasing them used from on-line sellers. Both for myself, adult, and my children (Percy Jackson series for example).
having popular new release books in stock	They need more study books for Education MTTC exams
I am hoping to see more Christian based material for both children and adults	Used to have more new books on site to excite.
I frequently can't get up-to-date historical novels.	Want more new book, especially mysteries. Most of those have to be gotten on ILL.
Books on Italian language	we need more hindi books and some books that have hindi written in it.
Religious books are not very abundant.	We have lived in 6 communities all in similar size to Novi and this library has a lot of books in circulation. The books, however, appear to be largely from donations. This is frustrating as it is hard to find books from the last 10 years or so. I can peruse the shelves and find all kinds of obscure books in every area of the library that aren't what I'd call a high circulation type of book. Novi is still better than neighboring libraries, I just think it could do a better job with the books it has to offer.
religious or spiritual materials	Poor history section
A few more selections related to adult novels and non-fiction would be nice.	Religious books (esp catholic)
same books every year, old books	Reference books such as hobbies and sewing seem to have been taken off the shelves and yet the shelves are partly empty.
Sci Fi Fantasy books are limited, and/or only include one book of a series at times.	Need Detroit News subscription
Science fiction fantasy section could be a little bigger	Need home access to electronic versions of news papers
Seem to be light on science fiction books--but I can obtain them after a reasonable delay from another location in the consortium.	Slow to get the new, popular books on the shelf
Sheet music / musical materials!	Overall, my in-person needs are met by NPL. Prior to my retirement I was disappointed with the limited selection of business books.
Technical books for programming	Not enough adult book selection on other languages
Specifically Chinese	New York times best seller collection is not good. Stock more copies newer books are issued at times
Some books I've searched for are not available.	Newspapers - low
Some very popular items seem to not have enough licenses or physical copies; it takes a long time to get either one. I'm in a few book clubs, and sometimes I find it hard to participate because I can't get a copy of whatever book we're reading right now (example: I've been waiting a long time for From Scratch; don't know if I'll be able to get it in time for the book club discussion in Feb). Wish some of these would - at least temporarily - have more copies/licenses available.	No option in this list for books. I've looked for and not found quite a few non-fiction books, but they weren't available. Not sure how the library system decides which books to carry. Library Board decisions, maybe?
Sometimes I wait over 6 months to get a hard copy of the newer release books	More cookbooks, Arabic picture books, books about Muslims
Tax forms, tax advice, current and global economics conditions & theory.	travel books are really old. useless.
techknowledge reference, "how to" reference books and magazines, global and US politics, Health information for the layman, especially for seniors e.g. anatomical models of the spine, pelvis, Heart, digestive system, lymph nodes, pancreas, lungs, breast, stroke, uterus, etc.	my English tutor wishes you had more ESL teaching materials. many have been taken out of the collection
The Chinese materials are very little and old.	Materials in Chinese
The catalog of hunting and outdoors magazines has become too small	it would be nice to have more access to materials in Spanish
Looking for Financial Times and Barron's access through library account.	It would be nice to have more Korean book collection for kids and adults. The book on the shelf is less than the book amount of a household for Korean book section. I think people would donate good selections of books if library can display the books not just sell to individuals after getting donation. Understand there is space issue and resource issue..but also Koreans from community can help with labels, I think.
Most often the authors I read are NOT carried by the Novi Library, so I request and wait for them to arrive from other libraries. I read often, and it becomes very frustrating that we don't carry so many of the popular fiction authors I read.	It seems that Novi never has the book I want to read. Usually Northville has it so I either go there or put a hold on it. It works but I know I will not usually find what I want at Novi.
Most of my consumption, both books and audiobooks, is admittedly less popular. I never expect the Novi Library to have my content. I rely on the referral services. The local referral service is adequate most times. However, I often need to get books from universities and utilize MCAT often. The linkages and usage of MCAT has been spotty over the years. Need to be much more reliable and easier to find on website	International content - Hindi, Tamil etc
Might need more copies of popular books.	Inadequate well-known literary selections in print book format
More and more I find myself needing large print books and although our library has a large offering of large print books, more would be wonderful.	I've often gone to other libraries because Novi has none or only one copy of a current or best seller book.
Wish the lakeshore lending had more newer books. When I go I end up leaving empty handed.	I would like to see more foreign language books and literature from around the world.
More ESL materials to use by tutors in the building.	I would like to see more materials on craft.
Your travel books are all very old. Should be less than 3 years old or info is outdated.	I would like to see more of Self Help books
More fiction multicultural authors needed. Reflect the diversity of the community.	I would like to see more space dedicated to local authors.
More Garden/outdoor magazines please	I would appreciate more Christian material. I wasn't able to find very many Christian books. I especially would like a few of John MacArthur's books.
Magazine like Foreign Affairs should be in magazines	I wish a better book collection but it is a very minor issue.
More books on science and technology (electronics etc.)	I will be needing large print books soon...doesn't seem to be enough for a avid reader
Lots of holds needed.	
Limited on new mystery books. Few choices on new book shelf.	
Library needs to source books released as soon as those are released	
LGBTQ, Anti-racism topics	
Lacks art books	
Keep some poem books like by famous authors or plays written by famous author	
sinto novels like Romeo and Juliet	

General/Adult - Continued	<p>In the past, there were many more magazines and ESL materials available.</p> <p>Information technology materials</p> <p>I love cozy mysteries ala those you see on Hallmark Mysteries (all based on books). MC Beaton, Ellery Adams, Lynn Cahoon, Sherry Thomas, Sarah Graves, etc.</p> <p>Would like a section with just romance books (2)</p> <p>Would like more current books available.</p> <p>Would like to see a larger history collection; specifically on the era of the Holocaust. Art book collection needs to be expanded.</p> <p>Would like more space filled with books!</p> <p>wish there were large print books in the book club green bag packets</p> <p>Would like to see more paper back books.</p> <p>Would like to see more books about classical music and German prize winning books in the original German language.</p> <p>Would like more international materials (European / German books, movies and magazines / newspapers).</p> <p>Would like more magazines on rack. Also more large print books</p>	<p>There are so many books I see that I want that aren't on Libby & that is how I utilize library services, is there an option to have my library card connected to the state library wait times and the Novi Public Library can be bad too when I was reading ACOTAR series I would have to wait months for it to be my turn for the next audiobook I ended up buying an audible membership</p> <p>There are some digital and audio books that seem to be reserved for a very long time on libby or hoopla. Should probably do a report on that and work acquire additional copies of the ones that show this behavior frequently.</p> <p>We need access to more digital titles (especially audiobooks) via Libby. The expanded access to other systems in addition to Download Destination (TLN) such a MCLS, SLC, etc is helpful, but since other patrons of those systems have higher priority than we do, it's possible to remain on the waiting list for many months as other users "jump ahead"</p> <p>Video game lending (3)</p> <p>Nintendo Switch games</p> <p>Would like a return of downloadable music.</p> <p>Society is getting away from CD's; most cars don't even have CD players anymore.</p> <p>play-aways</p>
Digital	<p>Access to Libby and Hoopla are great, but I occasionally run into books and audiobooks that are unavailable</p> <p>add Kanopy as another source of digital library materials</p> <p>Always very long waits from ebooks. Plus only allowing limited holds means it takes months to get recent or popular books</p> <p>At times waits for popular books on Libby or certain holds take a long time. Libby loan periods are too short.</p> <p>Audio books on website</p> <p>audio cd for music</p> <p>Audiobook options on Libby sometimes have long wait times for items on hold. Digital books do not provide many copies. It's difficult to read through a series in order.</p> <p>Dvd's should not be purchased only as Blu-ray Discs as many of us still have only DVD players. I believe DVD's can play on Blu-ray but not the other way around</p> <p>Even though there is a great selection of DVD's it seems to be growing and I hope it continues. Many of us do not want to buy streaming services to watch TV series and like the use of the library for this purpose.</p> <p>Have recently been using a digital reader. Not enough materials for Overdrive. Takes months to get a best seller.</p> <p>Have to order more literary books from other libraries.</p> <p>British authors and classics are missing (e.g. very limited selection of Terry Pratchett). Only greatly abridged classics are available locally. Too many books from authors from the last decade with poor writing (read like a TV sitcom script).</p> <p>Hoopla would benefit from an increased selection of audiobooks.</p> <p>I also use Libby frequently. Just checked this box because a checked box was required.</p> <p>I am always listening to at least one audiobook from the library at a time through Libby. I'd like even more emphasis to be placed on adding more audiobooks.</p> <p>I am interested in U.K. mystery/suspense videos. I am aware how much is available through Acorn, BBC, and PBS websites. Your collection is smaller than my interest.</p> <p>I like movies on Blu-ray and 4K Blu-ray discs. Also music CDs.</p> <p>Seem to be limited in audio books on Libby.</p> <p>Sometimes a long wait for digital library materials</p> <p>Sometimes book that I want to borrow digitally are not available through the library.</p> <p>Sometimes this is a long wait for books in Libby. Some books are not available on Libby or Hoopla.</p> <p>The digital books I would like to rent are almost never available. Long wait times are a problem for me.</p> <p>The library should have more Audio/Kindle books . Our library currently lacks it.</p> <p>There are not enough Audiobooks that are non-fiction historical/political/theological/science and medicine</p>	<p>Please expand the audio books available on Libby. Thank you!</p> <p>The area that does not meet my needs is the on-line MP3 book selection. Often I can't find books on Libby that I know exist in other library systems (Farmington, for instance). I definitely appreciate even having access to Libby through the library, but it does seem like the catalog is somewhat limited.</p> <p>Would like more digital newspaper access outside the library (2)</p> <p>Need more 4K Blu-ray's</p> <p>Need more audiobooks on Libby</p> <p>No music cd's does not meet my needs</p> <p>Music CDs</p> <p>Multiple electronic books to checkout for bookclubs is basically nonexistent! - Preferably up to date titles also</p> <p>More material available on Libby and Hoopla. I use them all the time</p> <p>More digital loans</p> <p>More audiobook either CD or online would be great</p> <p>More books for Kindle please</p> <p>Long wait times for a many e-books.</p> <p>Libby is slow to add new releases</p> <p>I'm not sure about books from Libby. It seems that many times the ebooks or audiobooks I try to check out have a wait so it's not typically an option for me when trying to download materials for a trip.</p> <p>Instructions for best use of Libby and Hoopla</p> <p>I would love video games like other library's</p> <p>I would love to see more books on CD and audiobooks. I read sci-fi and fantasy, and did not see a huge variety.</p> <p>I would like to see more 4K Blu Ray discs. Selection could be expanded.</p> <p>I do miss the music cds.</p> <p>I wish there were more ebooks- some I reserve have 2 copies and over 6 months wait time. It seems if more than a few months more copies should be ordered</p> <p>I use the digital library materials, however more often than not, the books I want to read right now are either not available or on hold for 50+ weeks. So sometimes I put it on hold but then never get around to reading it because I moved on to something else by the time it becomes available.</p> <p>I'd like to access ancestry.com on the Novi library web site at home on my own computer. We used to be able to do that, but not anymore.</p> <p>Also, need more copies of newer books faster, in ebooks. Many ebooks for me have wait times of "months"! Too long!</p> <p>I still listen to music cd's but have had to start reserving them because the library doesn't carry them anymore</p> <p>I miss the music CDs. It wasn't great, but I used what Novi Library had. Now that they're gone completely, it's something I miss. Here I do NOT mean DVDs, though this survey requires I pick something.</p> <p>I missed the feature of borrowing CDs and downloading music/songs that I like for my personal collection</p> <p>Wish you had more non fiction titles on Libby, especially new bestsellers</p> <p>Would like access to more ebooks</p> <p>Would like e-books available in Nook format.</p> <p>Wish you had more non fiction titles on Libby, especially new bestsellers</p> <p>Would love more video games (Nintendo switch) to be available</p> <p>Would love some TV series on DVD - the Canton library has a huge collection of these</p> <p>Would like a larger selection of digital materials to lower waiting time</p> <p>Would like a return of downloadable music.</p>
Library of Things	<p>Puzzles to check out</p> <p>Many times all backpacks are checked out.</p> <p>STEM kits go too quickly. It would be great if more could be available.</p> <p>Many times we try to checkout some of the youth toy and STEM kits there are none or only one for under 5 age group</p> <p>I'd love to see more STEM kits / sensory bins that are good for ages 2-5</p> <p>Would love to see a board game loan program with euro style games</p>	<p>Wish you had more non fiction titles on Libby, especially new bestsellers</p> <p>Would like a larger selection of digital materials to lower waiting time</p>

Children	Other
Academic books for school kids book club kits are only for adults, it would be nice if there were kids book club kits as well Foreign language kids books The library should have curated list of self learn books for young students to teach themself technical skill. Similar to we have different reading level books for Toddlers, we should have assigned books to gain a technical skill. There isn't a large collection of youth books available on Libby. There aren't many grab-and-go kits available. Difficult to participate if you don't register immediately. Picture book/young children section feels minimal. I am comparing it to the Royal Oak, the West Bloomfield, and Canton libraries which have dedicated wings for a children's space. I notice you have not specifically listed Children's books in the above checklist...hoping that is what you mean by. "Youth Materials". Please consider adding some Arabic stories and Islamic materials for young kids Please have a larger selection of board books So far, things mostly meet my needs. I noticed the toddler/baby books section is a bit sparse, but we don't visit that section anymore, anyway, we use the children's book section. (And I can understand the baby books being a source of germs and chewed-on books, so I'm not really complaining that it is sparse--we might not have used it much, anyway, if we had been visiting the library a couple of years ago when she was a baby, anyway.) Interlibrary lending fulfills much of the gap but so many youth/young adult shelves more empty than full. need supplementary education books and test prep materials for K-12 Popular High School Textbooks My teens have a hard time finding YA content that is not saturated with either sexual content or obscene language... the collection is not huge and is very weighted toward fantasy, or dystopia novels. Is there a way to bring more content, still relevant, but less commercial YA? IE Teen memoir, historical YA, or classic YA? I know what is in the YA room is what is selling, but it's a fairly narrow range re genre and content. I would like more Japanese children's books, but am grateful for the selection available. We've read about every Japanese picture book at the library. I haven't checked out other than kids and international books. I used to get giant books for I feel children's books are less in library, but I am glad I can get it from other libraries thru Novi lib system. I liked it when the children's series books were on the perimeter of the current play area. It seems like the selection has declined. Wish there were more YA and Tween books in Large Print for those with vision difficulties	Card renewal Could use a little updating in the kids space - though love the new doll house Children's space/activities can be limited Although I feel the library meets my needs, I'm sure there are some aspects that need improvement, upgrades, or updates. Having art and technology resources available, such as photoshop, 3d printers, sewing machines etc, would be a wonderful addition. More information on Novi parks & walking paths and biking paths would be helpful. And hiring upper management African Americans there in the Library and Novi City Government would be very helpful. Technology to convert vhs tapes to thumb drive More information on service organizations in our area ie those that I might either volunteer for or give financial aid to Would like to see material on Retirement planning software or guides, Medicare selection guide, social security guides, Long term insurance planning and options. May need free webinars or seminars. Carrier oriented course material for life insurance agent, CFA - Certified financial advisor, CFP courses etc. Same for technology. Travel Tours. Movie nights etc. Larger youth services area with more toys, etc for kids to play with while at the library for story time Working on genealogy from different states and foreign countries Kids programs are not as good as Nville or wixom or milford It would be nice to reserve books online that can be picked up at the lakeshore lending library. It would be helpful if you didn't put the Library label on the back pages of certain magazines such as Consumer Reports, since they have content there that you are blocking and making it impossible to read the content. Is library app needs updated I feel like the kids play area could use some sprucing up as far as the train table and toys and play food. I know many parents in the community are willing to donate these items if not in a monetary amount if asked!! I moved from Grosse Pointe to Novi May 2021. I really found MEL very helpful in obtaining an occasional book in GP. But apparently, NPL does not participate in Mel. It would be great if NPL did participate in MEL. I love the wooden book shelf available for the kids section ... easy to find and out back would like to see more activities for youth/toddlers available
Political 1000's of Leftist books and materials, few Conservative books. Books with a conservative slant are under represented. Personal interests of accurate American history (not this biased junk that says America is evil, that's pretty one-sided) and unbiased health solutions- usually I'll gage to place a hold from another library for delivery to Novi. Need more conservative books. Particularly in the tween and teen section. Not everyone wants to read about someone being gay; in fact, it is infuriating when my child cannot find a good, clean book at the library. Does your child want to read about gay couples all of the time? Based on the book selection in these sections, it's clear that NPL caters to the woke community, even though there are non-woke families that also fund NPL with their tax money. Your focus on progressive ideas and indoctrination of young children into a critical race theory is scary. That you would have books celebrating Anthony Fauci and Joe Biden is troublesome. Are their books celebrating Donald Trump or George Bush? It's fine to celebrate cultural differences in a diverse community, but to continue to lean hard left, will marginalize any ideas leaning right. This should not be the foundation of a public space.	Other - Collection-related Additional information on how to use media resources I that are available Lakeshore lending library does not have youth picture books. Evidently they don't fit in the slots. They should have thought of that when they purchased the unit to place at a park where there are children. With the exchange program with other libraries the size of the collection in the individual library is less important Books of my choice Not sure/Not qualified to answer Since I don't use the library that often, I don't feel qualified to comment here. Since I'm not that mature to read those kinds of books. :D Not sure Not sure right now Not sure. I only do books I don't visit frequently so I can't answer this question fairly. Have not used most of the services you offer I have not used it enough to know about all of these services. I live at Fox Run and no longer drive a car.

Concerns

New fiction book section seems poorly handled. Too many older or not very popular book in lucky day section. Regular new fiction shelves have multiple copies of many books which means they are not being taken out but can never find copies of newer books that are in high demand. If these titles are placed on hold, takes forever to get them. Not purchasing enough copies of these books, especially literary fiction.
Few books are housed at the library. Titles must usually be ordered, and you might wait weeks for your book to arrive.
Everytime I have attempted to checkout a mobile hotspot, they have none available.
I do use MELCAT a great deal to find books and DVDs (movies). I wish there was a different way to display the DVDs. Maybe a log to look at??
I like reading the most up to date book releases, but because of waiting times I end up purchasing books on kindle much more than checking out books. Don't know if there is any way to improve that but wanted to mention it.
The adult books are few and outdated; the children's books are lacking in quality and variety; also comfy spaces for children to sit down and read them are insufficient. I prefer Farmington Hills library, because they have all these goals met.
The digital library has been confusing to use when it was working and now it has been unavailable for a long time.
To be fair, I have yet to find the Graphic Novel collection.
Used Book sale space seems crowded.
Whenever the NPL is closed on a Sunday due to holiday, newspapers and magazines seem to get stolen or misplaced very often! Why no have them dropped in the return box?
It is a beautiful space. During programs and after school and summer hours it is very difficult to find a spot to put my things. I find a lot of people of all ages see the library as a gathering place to connect with others. That is wonderful. Sometimes patrons want to come in to read or study. It is hard to find a quiet place to do that when all the places are taken, including the quiet places. This includes spots between shelves and sometimes on the floors in the children's sections.
The library is a wonderful place and welcoming but it could use a slight upgrade.
Printing & other services being not available for several weeks has been struggle when needed most
My desire had been to become acquainted with the library's resources but I'm frustrated because my visits cannot be in the late afternoon.
making remote accessibility to Ancestry.com unavailable; for older people is such a huge disappointment
In my mind the vending machine is a waste of money. it would have made much more sense to be able to order any main library material and have it dropped off at lakeshore and to return it there.

Q6 What do you think are the two or three most important overall issues facing the Novi community?

Answered: 919 Skipped: 1,279

Education/Schools	Library-Services/Operations
Education (11)	Making study rooms available for unemployed or students who have critical exams or competitions TO ENSURE PEOPLE AREN'T OCCUPYING FOR LESS PRIORITY OR JUST MEETUPS
The education gap (however, this is also an issue in the country, not just in Novi)	Hours can be made longer for people who want to study late at night (3) maintaining open, free and barrier-less access to information, opportunity and upward mobility
The lack of foreign language programs in the area	A way to bring different cultures together... maybe... Some community members may not have access to internet or computers and the library provides that.
Novi has a high quality curriculum and we need to stick with the basics or english, math, science and US history and not influence student with harmful and dangerous agendas like critical race theory and this so-called equity/diversity training which divide people and do not unite them.	Changing technology and how it deepens the divide between generations. How can the Novi Library meet the needs of the young while continuing to meet the needs of the older generations? How can Novi (or any city or even family) bring the generations together?
Progressivism in schools and libraries.	Closed many days.
School safety (3)	Supporting educational needs, supporting technology and getting the necessary help and information.
Schools focus on political topics overrides education	Easier access for Novi's aging population, particularly more at-home access to on-line databases currently only accessible in the library. This access had been opened up somewhat for more at-home access during the deepest days of the recent pandemic.
As I am married to an educator, I've learned Novi struggles with meeting the needs of all demographics.	Engaging teens and giving them volunteer opportunities or things to do.
Quality of schools.	Hours open
School Zoning	Novi library feels non-personal. Need to feel welcomed at the front desk on up to the top floor. Helpful staff that asks can I help you find anything or offer items that in the area of where the patrons are in and more colors the library is so bland, beige and black. iCube is the ONLY location that decorated each holiday. Note: The lobby front table is NOT enough.
The radical things (i.e. trans ideology, early sex education, teaching children about choosing a gender) that are being taught to children as young as elementary school.	Getting a library card
Education gap and support for our African American students	I am going to watch the calendar and try some in-person events this year.
Educational standards/curriculum that will result in higher rankings for the state. Michigan is in the bottom 10% of the nation in Education.	It sometimes does become difficult for me to find what I am looking for.
School programs and connection	language barrier-no English hard to find (2)
Great for school children.	Also when I asked the computer to email me my receipt it didn't even when I gave it my email.
Children not given enough independence to learn and grow.	Need helpful services for senior citizens
Always keep the schools competitive/ performing at a high level	printing cost is a bit high
Lack of funding for schools such as public education, transportation, teacher funding problems, and overall community. There are now bus and teacher shortages because of lack of funds.	not being able to drop off materials when library is closed
District should not be at school of choice	Not enough funding to continue with accessibility of the library 7 days a week, to staff workers.
Maintaining educational excellence	Finding the proper role for a modern public library in a world where few people still seem to read... To be clear, I think the Novi Public Library already offers a lot of other options.
schools maintaining talent	Offering services for our international community and treating them with the same respect as others.
Novi school system is one of the best and focus on educating kids with parental inputs to school board.	Offering more community services, especially for senior computer tutoring needs
Educational support is very important to all in the community.	Providing relevant content to the community in the ever increasing digital world.
Novi School Board not putting funding into teacher welfare and safe student transportation	Why use the library?
Our education standards that are in the bottom 10% in the nation	Being able to meet a majority of the needs of the community
Lack of good technical secondary education, /trade schools close by. (OCC's tech campus is in Auburn Hills). School craft is Gen ed only.	Coordinate meetings without a fee. (Including local businesses)
A Highly competitive school environment and not enough support for kids	while I understand libraries have shifted to become a social services provider, I think that's an unrealistic expectation to place on librarians. If social services becomes a core service of the library, perhaps pursue formal partnerships with the state and county to provide more official services and distribute labor more equitably across partnerships vs. internal staff. Bless those librarians! They do so much.
Pressure to compete and "succeed" or excel. Pressure to get our kids involved and educated and be competitive.	The library is an essential for all citizens as it functions as a community center, and provides unlimited access to all resources, helping close the digital divide. Should be funded at a higher rate.
Public schools curriculum	The people who moved from other states should have a tour to get to know the library.
Quality education	Too many tutoring activities. Tutoring should be done outside. Students can do group studies but someone getting paid should not use public space since it is hard to find private space/rooms in the library
Replacing the school library as a finding/budget item.	library helps in that people can easily and comfortably spend time there.
Keeping the education system free of the extraneous subjects/ideas that are permeating our education system to detract from learning math, science and English. Check out the stats for the world ranking.	When I first moved to NOVI, I found I couldn't do what I wanted from home and would have to go to the library. That seemed pretty much behind the times.
School system involvement	
Schools getting away from education and moving into areas best left to parents	
Teaching the next generation! They don't even have manners!	
I hear a lot about children being stressed academically.	
Finally, and most crucial, the educational needs of Novi residents are not being met. Whether in the public or private schools, the younger students are not adequately prepared to meet the global challenges. At the same time, education is lifelong, not ending at 18 or 21. I believe an attitudinal shift would be of great benefit, whereby continuing to acquire knowledge is the norm rather than the exception.	
The group of people who are striving to make our school system worse with moves like pushing out our amazing superintendent and assistant superintendent and weakening the stellar virtual school program we had in 2020-2021.	
Jobs and Staffing	
Job education classes for adults looking to get back into the work force or change careers	
Enough employees at fair wages	
Hard to get good help. People don't seem to want to do their jobs.	
Having the post office employees be more friendly.	
Employment	
Keeping business (restaurant and retail open with lack of staffing).	
Insuring appropriate staffing	
Staffing the library and other businesses.	
Worker availability / staffing	

Library-Materials/Resources	More copies of the best selling books would be great More current materials for 15..16..17 year olds. More e book options, especially current Bookclub books! Easy access physically and elec to electronically My library has good books but when I place a hold on it they come after a long time and sometimes I need them for a project. Need more books available via Libby and Kindle. (2) Need more non-fictions books for 5th grade. More current big print books NO Udemy Access like Farmington library. Not a good selection of religious books. Every book I have borrowed is pulled from another library. more updated books and novels produced by African American authors Not enough funding to continue acquiring new release books and DVD's to stay current Number and variety of books availability not adequate. offering a large variety of books/materials for people with language barriers (kids and adults) Purchasing enough book club books that are current That resources are kept up to date as technology multiplies over time. That all with vision or hearing issues have full access to all resources. (Audible books, Braile materials, etc.) Too many LGBTQ books, and they are not clearly labeled. Typical Leftist library. Not very useful for citizens with other viewpoints. Very Poor availability of electronic books, especially more current copyrights We are a multicultural community and would benefit if able to read about other cultures to understand each other better. We have groups who are overly focused on pushing age inappropriate material (e.g. LGBT books/materials) on younger groups - our library should reject housing these materials (e.g. the book Gender Queer) that can get into the hands of younger visitors to our library. We also have a library board member who is overly focused on race and tries to turn every discussion into one on race and whatever personal grievances she has. She should be replaced with someone who is more focused on serving our entire community and not just her personal issues.
Library-Engagement	Public support and promotion of library activities. Attracting and retaining library users BEING A PLACE FOR CHILDREN AND TEENS TO FEEL COMFORTABLE Promote the value of reading Catering to diverse needs of all the different people in the city. Continued diligence to see and create new things that the library offers. You do great at what you have done. It is difficult to think outside the box. Discovering what areas to expand your offerings to keep people coming I think that everyone KNOWS about the library, but many don't utilize the services. My 70+ year old mother-in-law asked if library cards were free. This should be common knowledge. Maybe get in touch with senior/rehab centers to get the older residents involved? Get grandparents involved with the younger generations to keep the library bond strong in the community!
Taxes	I would like to see more community stuff for kids at the Lakeshore Park building. The North end of Novi and the WLCSD in Novi feel excluded. Engaging the community Lack of communication on benefits. Unless you are "in the know" it can be hard to find/know how the activities work, and available book club offerings or group classes. Book Reviews Keep weekly book talks and sometimes let the public have a book talk which they can share their favorite novel. Needing more advertised ways for community involvement Needs more community outreach. Highlighting resources like the library and encouraging all kids to use it more often. Kids need to discover the pleasures of reading. People that have steady internet in their homes don't really need to go to the library, they can satisfy all their needs in home. Need to provide attractive activities for these type of people. Remaining current and viable Safe environment to access and enjoy the library. Establishing places for involvement...mainly schools for school age but places like the library for residents no longer involved in the schools. Should collaborate and share library programs, etc with local churches to help notify people about what's available Senior engagement. I think the library has a lot to do in terms of publicizing and sharing its offerings and programs to those not already dialed in or attending. Also it would be great if you guys were to advertise more (have an email list) for some reason I always know about the programs too late They address the community very well.
Increasing property taxes	

Library-Programs	Maybe because of the diversity and so many new commers that are not used to read in their own Language, invite them to visit throughout kids activities. maybe more programs that can connect more people of different generation. There is a knitting club for seniors maybe a sewing club when seniors could teach some basic concepts and vice versa maybe a teaching session for technology too.
A variety of clubs/programs needed/ presenting programs that are interesting to a diverse community	
ensuring the library provides equitable access to programming	Cultural events
Foreign language programs to be conducted	Also, would love to see more programming or maybe more information on programming for the K-4th grade range. I feel like there's tons of stuff for kids at home and more independent kids. Or maybe I'm just missing it. I'd also love some more programming for parents with young kids who are home.
Activities that would engage the community need to be started.	More should be done to encourage young readers.
organize more community sessions on topics of interest for seniors like estate planning, Medicare options and other decision making events	Highlight an Author and have a day planned with activities related to the author/character from the book. i.e. Pete the Cat
Accessibility and programming for the disabled, especially youth programs.	My family loves the multicultural library events, keep them coming! More language resources would be great.
Autism and cognitive impairments definitely inhibit the type of activities available in the community.	Activities which community members will be free to attend - \$ amount charged will be minimal as income to youth & regular members will be limited
Accessibility and content (2)	Need an educational outlet
Activities for adults (writing workshops, crafting and art related workshops)	Need more regular family story-time on the weekends (2)
See AADLs secret lab, it would be great to have atleast some of these activities.	Need some activities focused on special need kids.
Activities which community members will be free to attend - \$ amount charged will be minimal as income to youth & regular members will be limited	Need to have more community events and bring library to life more.
Adult age book clubs	need to run more programs for engagement and also more volunteer programs.
WOULD LOVE A CLASS ON WHAT IS AVAILABLE AND HOW TO FIND IT.	No pre-school programs in early evenings to take grandchildren too. Use their library instead.
Supporting kids in developing literacy skills.	Not enough HS student activities for them to just hang out, study, engage with their friends.
Supporting adults in developing literacy, technology and information literacy skills.	Not enough readership and not enough people knowing the resources available at their local library.
Free events	Not enough youth programs. All youth program seems to be take away projects, not focused on interactions with other community members.
It is impossible to get a craft to take home for your children at Novi. I've tried many times over the years and there is never any available slots. We have to go to our Northern Michigan library where we have a cottage for that and for a fun summer reading program where crafts can be done, etc..	Need special sessions for kids of similar age/grades group. Learning sessions with help of school district for students lagging in some important subjects.
Programs/events should be for all age groups cooking classes, coffee and collectibles patrons can talk or show their collections over coffee. Teens TikTok dance classes learn the news moves. Children's "going on a book hunt" for kiddos/parents and friends to lineup with a librarian to look for a book to take home for bedtime reading. Infants in motion story time where infants can hear a book that gets them using their motor skills with colorful toys based on the book that could be laying around the floor babies to crawl towards.	Programs appropriate to the community. Availability of the library to community on school snow days.
Having programs or activities that educate and include various cultures, ethnicities and identities. We need a safe place for people to feel included and important, while gaining knowledge about eachother and our backgrounds, and how we improve our relationships with eachother.	Relevance for non readers
More book clubs available for young adults.	Workshops.
Would love access to the "literacy footprints" site or atleast some more leveled readers/pioneer valley leveled books	The community has been and becoming more and more diverse but the programming offered by the city or the library does not necessarily reflect that diversity. Just token programs held for a day showcasing the 'culture' of different countries are not really meaningful
They used to offer more things such as free gale courses and the writers group but both have been gone for a while.	To respect the needs and presence of all library patrons from seniors to toddlers. When my children were younger it was a great place to bring them for special programs and socializing
I would like to take my granddaughter to the story time hour. She is 3 yrs old. The only time available is on Tuesdays while she is in preschool. It would be nice to have a story time hour on another morning other than Tuesday's or Thursdays. I think I would like to bring her to the library just for pleasure of going and seeing how nice it is to enjoy the library.	Would like more programming for adults.
Issues are a lack of social events, fewer volunteer opportunities, and more free food.	Library-Technology
Not enough community activities for toddlers and young children	Making sure printing/faxing/scanning equipment working all time
Keep everyone in community engaged by having activities at library to participate in. Loved the art classes which stopped abruptly when the instructor left. Wish they had hired or trained someone else	Increasingly cutting edge technology savvy citizens.
Kids opportunities	Not enough EV Charging stations
Lack of kids programming - you used to be our number one go to for kids programs. Very disappointed in the lack of programs lately.	Available scanners & printing places for documents and users without personal home printers.
Programs for seniors (age 65+) (4)	Continuing to connect in an increasingly digital world
I love to use Libby and Kanopy to get books and movies at home, I'm not sure of the impact going digital will have on the brick and mortar building, but I know the building is very important. I think it is important to stay ahead of the curve on the digital topic so that the building can be a place for residents to visit, even if physical media take a backseat to other building use.	Print and digital resources.
Fitness over technology	Enough computers
Updating technology (2)	That it keep up-to-date on information technologies/ staying relevant
continuing to advance technology	Human connection in a digital world.
Digital iCube lab is lacking	
Keep up with technology	Identity/Impressions
More ability for time in iCube - we have a hard time getting in to utilize the equipment.	A place where everyone (regardless of age) can come and work together safely.
Most people don't visit library to learn technology. Library is a great resource for all ages. Copier & computers are the best.	Being seen as welcoming
Digitization.	Friendliness
Some of the equipment is outdated	Creating a community focus-doesn't seem very cohesive
Technology and maintenance of traditional library methods	Getting to know people with different backgrounds and beliefs in a friendly way to understand one another and reduce polarization. Helping to foster a sense of community.
Had trouble printing many times as printer seems to be down.	Keeping the area family-friendly.
not enough computers in kids area.	Not a real sense of community
	Novi is a very desirable community that people want to move into this community. Novi in my experience does not have a strong sense of community. It is so big, it is like several different communities within a community. It has no cohesiveness. There are some areas with low income levels and some areas with really high income levels. There are some areas with concentrations of certain ethnicities.
	Novi is a fine community.
	Novi is a great place for people to raise their families with great schools, parks, civic amenities and of course the library.
	Novi is a great place to live and work

Library-Spaces	Outdoor Spaces
Self study seating space	Children lack public spaces that can be accessed without cars. For example, middle schoolers are old enough to responsibly roam the library without adult supervision but cannot access the library after school without needing a ride
Not enough space/equipments for kids to play, either the workstations or the play area.	children have limited access to public tennis courts, basketball courts, soccer fields unless a parent drives them there or their parents pay for their participation in these sports. It's an issue of access. There needs to be more public and free places to play, learn, and gather in Novi. It shouldn't just be the library.
No enough meeting rooms for group study or self learning (what if separate rooms for single person or small groups) (5)	Insufficient Park Space/ Green space (9)
Bit noisy at after school hours during weekdays (what if leave one or two rooms for teens at after school hours)	Better parks or community centers to take family / young children to.
Creating a space for a theater or music rehearsals.	Bike paths to the library.
Educational program with lectures about different types of music.	Lose of green space (8)
Art space for young and adult artists.	Connecting walkways and bike paths to the library and schools so it is safe
Would love kids area with more play/learning items in play area.	Recreation space/opportunities for every generation
Clean open comfortable space	Accessibility: I'm actively walking Novi, walking a different 2-3 mile section every day and have covered approximately 35% of the city. There are many sections along our major roads without sidewalks. It is obvious by worn paths in the grass along roads that others would benefit from safer walkways.
Creating an environment conducive to host the elderly and teens (for example) at the same time. I am not elderly and I relatively quickly leave when the high school crowd arrives.	Green space (3)
Quiet and active spaces.	Has been too much destruction of woodlands/ Loosing natural spaces to "development" (3)
Larger building with more training/engagement areas.	How to maintain green space
Library need more space. Need to expand.	I would really like to see the builders plant more trees. They are knocking down the majority of them.
I think the use of physical books and DVDs is becoming less important but the space of the library is key especially for younger users	Keeping the green areas in Novi (3)
It may be hard but more if we can book the study room? Or if there are more group study rooms will be appreciated. It is hard to get one..	There are beautiful natural parks nearby, but not ones within the city as a focal point with a fountain or a variety of flowers.
More space as community grows (3)	Lack of passive nature parks and destruction of the few natural areas that are left.
Lack of atmosphere	Lack of Sidewalks
Lack of space (inside) and the need for more books.	Lack of walking pathways and bike lanes
Not enough space/seating.	Maintain green spaces - urban sprawl (2)
Maybe a second entrance/exit.	Managing growth to create a livable environment (maintain and grow green spaces, manage traffic).
More parking	More outdoor activites
More space for teens and monitoring of them (2)	Need to keep natural/ wild green space.
move some activities to another location as the community is growing rapidly.	Managing park land
Need a safe place to spend time	Loss of wetlands.
Need more quiet time (2)	Deforestation for building new residential communities
Need a hangout place to accommodate kids with ASD	Protecting wildlife
Needs a better play area.	I think we need more parks and natural areas - there are too many buildings.
I feel like the general seating area can get refurbished (chairs specifically) because many of the chairs just don't have anymore cushioning.	More pickleball courts
Novi library room rental are costly compared to other library. Please consider free rentals for the non-profit orgs	All the beautiful trees are taken down.
One thing I can think of is that there aren't many places for kids to go after school and study/hang out without the expectation of purchasing items/food. In fact, the library is the only place I can think of off the top of my head that doesn't require/push for money spending in order to spend time there.	Turning the place into a parking lot by cutting down all the trees and building ugly buildings to replace them.
tables available to study/read/use pc in the adult area.	Maintaining parks
People talking on their phones throughout the library, not just in designated area.	
Really like the first row of parking that was close to the building before all of the spots we changed to quick parking or handicap. As a parent of small children, I liked being able to park in that first row and not have to walk through the parking lot. I feel like there's so many of those first row spots are not utilized at any given time. Also more EV parking would be helpful.	
it sometimes feels like the library is overrun by high schoolers (which is both good and bad TBH).	
Some people need a community center, open space to meet - people seem to treat the library like a family room. Teens have been seen sleeping in the study rooms, the magazine area is crowded at night ... If you want to quietly meet with a friend or tutor a student there isn't enough space available. Some teens seem to come after school and stay at the library for hours occupying tables.	
Space (4)	
The café is never open.	
The library needs to have a satellite branch on the North end of the city.	
Options to business to rent space for different functions.	
The Novi library: the glass enclosure: drafts confronting those who work at the library	
There isn't enough space at the library (especially study rooms) during weekdays around 3-5pm.	
too small space, not enough for growing Novi community.	
sometimes it is hard to turn left out of the parking lot. Is there any thought to adding a light?	
USING IT AS A BABY SITTING SERVICE. HAVING STUDENTS SIT AROUND UNTIL THEIR PARENTS PICK THEM UP..SAFE PLACE...THESE SHOULD HAVE LIMITED NUMBER OF HOURS FOR THE STUDENTS TO JUST HANG AROUND WITHOUT DOING HOMEWORK ETC.	
Would have liked a big quiet study room with glass windows, one like Farmington library offers.	

They accessed the community very well.	
Library-Other	Changing Demographics
The library is basically the only place that residents can enjoy in the Novi community like for example the Easter Eggstravaganza, but it doesn't feel like an actual downtown.	<ul style="list-style-type: none">) making sure that the library and public schools reflect the ever-changing Novi Seamless integration of All people in all activities and government activities regardless of race.
We enjoy the novi library	<ul style="list-style-type: none">) Foreigner community integration.
By the way, I am happy we have a modern library even though I don't go often. I don't think of it, but now that I have been reminded of the advantages of having it close by, I would like to begin using it on a more regular basis.	<ul style="list-style-type: none">) AS the Baby boomers is becoming a big population we should look into Catering their needs and enhancing their knowledge on health care, social security, retirement planning, financial planning etc. and look at the overall mix of community and have something for everyone. e.g Teens after school programs to help them with subjects they need additional help.
Ensuring it has adequate funding.	<ul style="list-style-type: none">) Change of demographics- need to keep up with and meet needs (5)
Ensuring it is not ensnared by those who would use the library to censor ideas or themes with which they disagree.	<ul style="list-style-type: none">) Immigrants whose culture does not align with the culture Novi was built upon Cohesiveness given the diversity spread across a large land area (i.e. "north Novi" and "south Novi" are more like different towns separated by I-96 and the businesses that buffer either side)
Having a safe, appropriate place for children, teens and young adults to gather, study, or just hangout after school and during the summer.	<ul style="list-style-type: none">) Economic gentrification
I don't love how the older students are unsupervised for a period of time after school hours.	<ul style="list-style-type: none">) being able to support and nurture multiple growing and flourishing cultures
I don't think a lot of young kids these days are very interested in reading. And not everyone has access to wifi/computer usage.	<ul style="list-style-type: none">) Getting all ethnicities to be involved in community
I think the library is a "safe place" with the world going crazy. Our patrons enjoy coming there for the comraderie.	<ul style="list-style-type: none">) Aging population and meeting the needs of the growing senior community (4)
It provides a neutral place for the community to gather. It is a place to educate and share ideas. It is a place to provide fun and entertainment.	<ul style="list-style-type: none">) Diversity eg Asian and Indian population
It's very important to have an accessible, well-stocked library in the community.	<ul style="list-style-type: none">) Cultural segregation
Keep it funded / Up to date	<ul style="list-style-type: none">) Diversity of young people and older people
The library seems to really keep up with the times and embraces the fabric of how diverse Novi has become.	<ul style="list-style-type: none">) Embracing a rapidly expanding diverse population.
Knowledge is power.	<ul style="list-style-type: none">) Cultural Needs
Library is well used by families with children until 6th grade. 9th graders use it as waiting area for their rides after school. Apart from this age group, very few adults/kids use the library.	<ul style="list-style-type: none">) Increased immigration
Maintaining a high level of service and quality of life	<ul style="list-style-type: none">) It's not culturally cohesive. Please move here for their children to get a good education but fail to educate themselves on our social and cultural practices.
Lower income families with stay at home moms cannot get to the library when their spouse is using the family car for work.	<ul style="list-style-type: none">) Keeping up with the modern and changing demographic. We still have people who don't want to see or acknowledge that times have changed.
More outreach to remind me of the service	<ul style="list-style-type: none">) Lack of racial diversity
Farmington library is a great model for what a library should look and feel like.	<ul style="list-style-type: none">) Large influx of African American population
Farmington library has better resources for adults for learning like instructor-led courses. Resume building access to professional development like gale and udemy	<ul style="list-style-type: none">) More young kids than we had before
The library is so nice already, what future improvements are needed?	<ul style="list-style-type: none">) National integration. Do not go overboard on one nationality
Novi library is needed as a base for information.	<ul style="list-style-type: none">) No public catering to Christians.
I sometimes forget not to visit the library around 3p..what a zoo with all the kids waiting inside and out to be picked up.	<ul style="list-style-type: none">) As we have significantly longer lifespans, the city needs to address ageism and its impact on local issues.
Parking with increasing Novi citizenship numbers (2)	<ul style="list-style-type: none">) diversity-languages, communication
People thinking books and libraries as unimportant and therefore not needing funding	
Racism, bigotry, the library staff are old and white, community is so conservative I feel like I will be shot in the library by a parent who thinks their child is entitled to do whatever they want to do.	
Significant increase in usage of the library because of the increasing population in Novi.	
Support for library- Libraries should not become obsolete (2)	
benchmark farmington hills library	
Leadership/Collaboration	
Poor City Manager / Poor Mayor	
Classism; disparity of diverse representation between community and its leadership	
There is a change in community membership	
Overly expensive government/ Excessive government employment	
The elected officials pandering to the needs of developers instead of its residents and the greed is incredible. Moved here to have a country-like feel and these idiots are destroying it in the name of tax dollars	
Distrust of our political leaders	
Inviting our representatives to discuss the important topics of the day	
Keeping the little guy important as it seems all the leaders care about is getting taxes from huge houses that people wish to build. No regard if it steals a view from those behind them, that's not important – the tax dollars are!	
Lack of direct community oversight due to non elected board	
Lack of response to community/public concerns by administrations and elected/appointed officials	
Adequate representation of community demographic	
MAGA members on the school board	
Mayor and building committee they have their heads in the sand	
Move the board away from extreme political viewpoints.	
Novi city government being Racist. Novi overlooking the growing African American population within this community. Novi city government not hiring more African Americans in prime city government positions. Novi city government supporting racist and sex offenders in city government.	
Elect political leaders that run the community based on their integrity and character; and not on self-serving interest. Novi has good people doing good job in public service roles now.	
Leadership positions do not reflect or respect the diversity of the community	
No planning for the future	
Lack of new people in government	
School Board members - newly elected members are good. Need better Library Board members specifically DEI representative leaves a lot to be desired	
The Novi City Council is too conservative as is the mayor, thereby making it difficult to get people with a diversity of views on the library board and other city commissions.	
The Oakland County Government	

Infrastructure	Maintenance of infrastructure (2)
The water system in Novi and surrounding towns is not adequate. Many pipes need replacing. In the sever years I have lived in Novi, we have had three major water shortages of more than a week. (3)	Management of development (2)
Many of the major streets are under re-construction. Many streets are unusable and require residents to detour.	Managing growth, traffic and zoning (2)
Heavy traffic on Beck Rd. especially of trucks.	Poor city planning
Adequate roads and infrastructure to accomodate the increased traffic (2)	New home build, infrastructure unable to support continuous growth
Road conditions need improvement (50)	Volume is at max. Not sure what can be done, now. The city allowed expansion but didn't hold builders accountable for increasing the roads when property was developed. At certain times of the day, it's impossible to get from Point A to Point B.
Excessive and congested traffic (89)	Novi is getting crowded. So housing, traffic, and environment issues are the most important issues that we are facing.
Over development and elimination of green spaces (5)	Our roads that are similar to third world countries. The boulevard on Novi rd. between 12 mile and old Novi rd is a mound of dirt with weeds that has been that way since it was constructed.
unnecessary road improvements while ignoring what need to be done	Overbuilding is reducing the quasi- country atmosphere we used to have. (2)
Road development on 10 mile without approval from local residents.	roads that cannot handle the volume of traffic we experience in Novi.
Overdevelopment (28)	Urban planning
Commitment to environmental stewardship	lack of instructure to keep up with the exploding population
The city's design itself is extremely car centered and car dependent, which makes it so that people who can't drive (those who don't have a car, or are not old enough to drive) can't access the library freely and have to rely on transportation. This limits the amount of freedom children / teenagers have, especially if they live in an area with no "third spaces" (such as coffee shops, parks, etc.)	Planned and inclusive development
Infrastructure is behind; sewer/water tie-ins, traffic flow, development without road expansion.	Underconstruction and Dingy Roads are always a problem with single lanes widely used in Novi.
Traffic Flow- Inadequate number of lanes (3)	Poor road quality, infrastructure (pot holes,etc)
Destruction of trees	City is growing so fast that the infrastructure is not capeable. City is not watching this close enough. Builders are taking short cuts at resident disadvantage. (Water, roads, electric, natural gas, internet, etc).
Lack of fiber internet. (2)	Public infrastructure not keeping with increasing population.
Bad drivers	The Beck and 10 Mile roads are so congested and badly need the expansion.
Balance between economic development and environment preservation	Refinement and development of the Grand River corridor from Haggerty to Napier road.
Beck road traffic (4)	Lack of development on Grand river between beck and novi road
Convincing residents that infrastructure is necessary	The first issue is increasing traffic and congestion. The "Beck to the Future" project will make a difference for me but seems unsettled and a long way off.
City growth/ stress on infrastructure (5)	To many parcels of land with natural vegetation being cleared for buildings of any sort. Empty buildings & storefronts the could be repurposed and aren't! (2)
Construction (3)	Every small space (example: Ten and Beck) is being built on.
Water tastes like Sulfur or something worse that may be toxic	Too much construction and increasing population with respect to infrastructure to support it.
Requirement of an automobile to engage in any event or service	Too much new building with too many vacant buildings
Our roads are terrible and the services that maintain them are sub-par. The "boulevard" that was supposed to run between 12 & 13 mile on Novi rd. is just a mound of dirt filled with weeds.	too much traffic which makes it difficult to access and leave the library
Infrastructure demands...main roads are becoming insufficient to handle traffic. (4)	The walk signal across 10-Mile road by the civic center is quick, making it difficult to cross for those with mobility issues.
General Growth (16)	Unpaved roads
Growth is changing small town nature. overpriced housing.	Negative Comments related to DEI
Destruction of local history sites.	Pride in our diversity seems to have overridden our Judeo-Christian heritage. Is our community even aware of Novi's history? How do we promote that?
Rapid growth and need for infrastructure	Do not allow drag queens for children storybook time! No woke in the library! Bring in firemen or policemen in to teach children what the police and fire departments do.
increase in availability of utilities before population increases	Embracing the inaccurate social agendas that
Increase in traffic from people moving into Novi and other communities like South Lyon (Traffic can affect getting in and out of the library)	1. Diversity = no white male - especially if they are not gay
It's not a very walkable community. Lack of continuing sidewalks. Lack of respect for citizen input when making impactful community decisions. ie 9 mile/Taft road roundabout.	2. Equity of opportunity = equal outcome in other words, rather than giving
Competition for internet access (only one provider).	EVERYONE equal opportunity, we favor "minorities" and dumb everything down to the lowest common denominator so no one "feels" bad. The result is that no one is challenged, therefore not fulfilled, therefore not reaching their potential.
Over building of homes and apartments which making Novi to loose it's community appeal.	Tax dollars I think are spent more toward LGBTQ+ at Novi Library which is interesting considering much of the Novi population is Indian and Asian. The cultures of these families are for their children to do well in school: become doctors, engineers, etc. Quite possibly though there is a few people in the library that have been pushing the LGBTQ+ agenda with our tax dollars hard on the children through celebrating LGBTQ+ pride week grab bags for kids (only time I ever saw available grab bags to take home). Pride used to be celebrated for a day, then a week, now it's a month... when will the desires for this be satisfied? We already have to celebrate it on every package of Oreos and kids cereal, etc. in the U.S. yet now there are stickers being passed out at the Novi library too (missing what most parents in the general population of Novi want). I do not like the LGBTQ+ themes that have been in a lot of the books I've checked out for my young children unknowingly. I have to "beware" of the "new" books that have been purchased. It is pushed more and more on my children. The number of these LGBTQ+++ children's themed books far out way the number of Christian children's books that you can find at Novi. Very sad the direction.
Lack of infrastructure (roads) etc to support the growing number of homes in the local area.	Spending too much time & resources trying to promote diversity.
Lack of long-range development planning and lack of adherence to plans in place.	Too many Asians and Asian Indians
Loss of public land for development	
I'm uncomfortable by the DEI stuff, it seems very biased and like it's searching for ways to separate us. I love Novi, I'm not going to tell you what color I look like I am or anything else that the DEI seems so set on defining us by, I hate seeing this destructive mechanism so set on dividing our community. It's very uncomfortable listening to the DEI reps defend their deeply held belief that they are never "safe" in the Novi library, that they are being victimized and need to be separated and we all need to be classified by sex, color, "do we live north of 96" (how lame is that? Why should I be treated differently based on what section of our beautiful Novi I live in? That makes NO sense. It's fine having the mobile library for the people "north of 96 to have equal access" but it's actually ridiculous if you think about it. A little vending machine in a hut is not "equal access", who are they trying to kid? I am happy to go "past the boundary of 96" like a fully capable member of society when I want to visit the library). I feel consistently uncomfortable by the DEI passion for separating us. What's happening to the beautiful Novi that is so rich in diversity? Why is there DEI so dead-set on dividing us? I hate it and I wish it would stop. Focus on learning, informing, inspiring....why is it a library's role to slice and dice and divide our community? Seriously, why? It's horrible and you can feel that divisiveness so much more in the last few years, and putting up "inclusive" posters just creates the visual command that we are supposed to see one another as "what class, race, gender am I? The other people in the library? Categorize them as "different" and make sure you treat them accordingly to the difference you think they have. Who does this benefit other than the DEI people who love talking about how unfair and unsafe the library is??? Grow up. Everyone faces hardships, it's not pointing to what divides us that is going to help, it's treating one another with kindness, "regardless" of how the DEI would want to classify us! I don't appreciate being put in a box and being told by my library how I'm supposed to think and feel about my race, heritage, gender preferences.	

Positive Comments related to DEI	Maintain ethnic diversity (2)
Civics. Learning how to engage in the wider community. (2)	Having our community become more accepting of all races and nationalities.
make it a safe space	Making everyone feel equal and needed.
improving the diversity within Novi will help our business district and will allow for more innovation	How do you support the needs of a diverse community without leaving people out.
Catering to the diversity of the community.	I think cultural understanding is a major issue. That said, from the moment I toured the library I was impressed by its offerings in terms of diversity of books languages (even braille!). As I mentioned earlier, I came from a large city and none of my local libraries there offered the variety of books in different languages that this one does. It's very impressive!
Diversity (12)	Inclusion (7)
Sustaining the city's cultural diversity while maintaining the highest level of dignity, respect, inclusion and kindness for all.	treating everyone respectfully. Making sure that books aren't banned or removed from the shelves.
Understanding the different cultures of a large part of our community.	Inclusion of diverse populations and connecting community members
Tolerance of diversity of thought	I really like the cultural programs provided for everyone.
A diverse population is what makes Novi such a great place to raise a family so anything we can do to promote equity and inclusion is important. This includes ensuring our collection is representative of the entire population, and isn't limited by groups attempting to "ban" materials which make them uncomfortable or which contradict their worldview. I'm thrilled to see Novi Library's reading challenges celebrating LGBTQ+/Pride Month and Black History month - these challenges result in many people like me picking up books we might never have considered, and we're all better for it.	I've lived in Novi for 15 years. From day one, it has been an incredibly welcoming community to all races, religions, etc. -more so than any community that I have ever lived in to be honest. It's something I've always been proud of and valued for my children. The most important issue facing Novi now is that there is a small, but loud, group of people trying to tell us otherwise and it's dividing us rather than bringing us together to appreciate each other. Unfortunately, these divisive individuals have tainted the library, too. When I hear that people are calling each other racists at library board meetings, it is simply shameful and embarrassing. We have such an amazing diverse community and the vast majority of us love that and want to continue enjoying the multiculturalism without the drama and divisiveness.
the Novi population has always included a wide socio-economic demographic, from the mobile home parks to the million dollar homes but there's always been a tendency to think of all Novi residents as affluent; we need to keep ALL residents needs in mind - to that end, keeping our library Fine Free is a big help to Novi families who struggle economically.	Keeping open to change. Listening to all sides. Remembering everyone belongs
A meeting place for those of various cultures.	Need for multicultural events to celebrate the community's diverse population. Diversity, inclusion, appreciation and tolerance of minority groups and their respective cultural activities.
Answering the need for a community that is diverse	More consideration to DEI.
Be more welcoming to immigrants/ Being kind to one another and including/respecting other races and nationalities.	Novi is a racially and ethnically diverse community that could do more to make everyone aware of the contributions all are making to the community.
Being inclusive to all races/nationalities	
Being inclusive to LGBTQIA+	
Being welcoming to users with widely varying religious and political views.	
Bringing a diverse community together for events and activities (2)	
Celebrating diversity and a sense of community - Novi is made up of several pockets of subdivisions and different communities, it would be great to have more of an identity for Novi as a whole.	
Meeting the needs of our diversified community	
Continuing to connect in an increasingly digital world	
Creating a welcoming/inclusive community that is accepting of differences (racial/ethnic, political ideology, citizenship status, socio-economic status)	
Cultural programs	
DEI - You are doing a good job on that.	
Diversity and humane treatment to everyone no matter what their race , creed , color or social and or ethnicity background. Isn't the constitution and justice for all? Or as part of the cancel culture we no longer honor and except DIVERSITY?	
ALL DIVERSITY!!!!	
Diversity and Inclusion issues (6)	
Diversity and representation	
Novi is a community of diversity. Blending the diverse cultures and needs is important.	
Don't like interference in the librarians discretion over books. Librarians should have full authority to manage the collection in the library that gives access to materials to everybody, including LGBTQ+ and minorities.	
Awareness and acceptance	
Ensuring equitable inclusion for all citizens in the community.	
Dealing with citizens who are unwelcoming to others in the community	
Equity	
ESL	
Offering services for our international community and treating them with the same respect as others.	
Lack of commitment and respect for all citizens and their needs	
People from different cultures not communicating well with each other.	
Continue diversity initiatives	
Interculturalism - Novi is VERY diverse and lots of diverse cultures are often represented in various public spaces, but not necessarily interacting with one another. Would love to have more opportunities to meet others outside my culture.	
Serving such a diverse audience of current and potential users is a steep task, for sure.	
Supporting DEI initiatives and promoting associated conversations and programming. We've been concerned about the recent disinformation and fearmongering campaigns against DEI values. It would be wonderful to have the library take even more of a community leadership role in countering these voices. We believe the majority of the Novi community feels similarly and would support the library's initiatives in this space.	
Make it a non-negotiable to offer a wide range of resources even if there are outside forces pressuring censorship and/or type of ban on diverse topics.	
Tolerance of other's diversity & political views	
Uniting the community and educating people	
racial/ethnic intolerance	
We are an international community = many languages & cultures	73 of 167

Political or Partisanship Related Comments	
Civility. Learning how to agree and disagree with other people and differing perspectives.(2)	Pushing a critical race theory propagandist agenda and being racist toward white children through your staffs choosing of books on the shelves and represented by your staffs hand selections placed on top of the shelves. A library is meant to bring our community together for a love of READING. Not separate us or only encourage certain groups of children and not others!
keep up with new issues without bankrupting the senior residents	Pushing back against right wing nutcases who want to ban books.
All men are created equal. We, Legal USA Citizens, have a constitution. Each person has rights	Racism, political division, people not willing to listen and get involved in political issues
Politics	silly government decisions Removing books from circulation for political reasons. This should NEVER happen.
Riparian rights for side lot owners being challenged by the city despite decades of no problems or action, and when there are much better things on which to use city funds and resources	stupidity put forth by the state and federal government and further promoted The increasing number of woke liberals increasing control. Reverse discrimination and wokeness
Implicit and explicit bias against people based on race, gender expression, and wealth.	The movement toward tyranny by globalist
We really need to support our police and 2nd amendment rights.	Novi is a morally upstanding community based on traditional values and rich in local history. Let's strive to encourage this mindset.
Novi is adopting a WEF agenda without the political awareness and knowledge of what that means long term.	The unfortunate rise of right-wing antagonism towards education and library services as related to diversity, equity, and inclusion
A political party geared to advancing racism through book banning and controlling curriculums and teachers ability to teach	The W.E.F., Big Pharma and the media lying to us and indoctrinating our children
maintaining civil discourse	Too much focus on Equity which is very divisive for our community. We should be focused on Equality.
Censorship or book banning	Political and Educational Divide. We have lost our way on tolerance of differing points of view
Political divisiveness and disinformation.	A library should not have a political affiliation.
Discrimination on different religions	political polarization at school board meetings
Liberal oriented (2)	Truth to power & debunking false, deceitful political & religious narratives.
Diversity and political agendas that influence attention to topics (which books are available) and decision making	with the way things are in the USA---safety and access
Divisive issues creating wedges. (2)	Woke ideologies, leftist ideologies, victim mentality
Divisiveness by a few attempting to control community resources for singular interests	Woke politics and school boards. Your focus on progressive ideas and indoctrination of young children into a critical race theory is scary. That you would have books celebrating Anthony Fauci and Joe Biden is troublesome. Are their books celebrating Donald Trump or George Bush? It's fine to celebrate cultural differences in a diverse community, but to continue to lean hard left, will marginalize any ideas leaning right. This should not be the foundation of a public space.
Divisiveness over social issues; small group of community members trying to impose their beliefs on others that this then inhibiting their freedoms	
Everything is becoming too political. We need to focus on services and not let political action divide us and erode our community.	
Extreme politics attacking schools and libraries	
Far-left political policies. WOKE teaching.	
Fear and intolerance, which I never thought would be problematic in Novi Michigan.	
Freedom of speech and lack of truth in the political situation during the last two years.	
fighting political pressures	
Government	
Right wing maga republicans	
Let's get back to the fact we are all AMERICANS and stop referring to people by gender or color or the rest of the PC culture	
Wokeism/ Too woke (4)	
Libraries becoming coopted by social justice/social equity activists.	
Maintaining a focus on what's good in the community. We have people trying to pull us apart with issues that are politically motivated and don't effect most households.	
CRT	
Lost grasp on ethical issues.	
Division- politics, school issues. Citizens often do not listen to each other respectfully, especially if an unpopular opinion	
Political and racial division (2)	
Political changes - more interested in businesses than the people in the community.	
Firefighters complaining about minutia - it is getting old.	
Communication	
Communication is lacking (2)	
Communication of the available resources available within Novi, example is CPR training and first aid training.	
Pandemic	
COVID (3)	
Adjusting to changes brought about by COVID 19	
COVID-19 impacts of mental health issues and isolation possibly leading to abuse and/or crime.	
Helping the children come up to speed with their lost education due to Covid.	
Less library usage since pandemic.	
Pandemic	
Potential for another pandemic	
The small vocal group who want to ignore the ongoing pandemic putting our children at risk.	

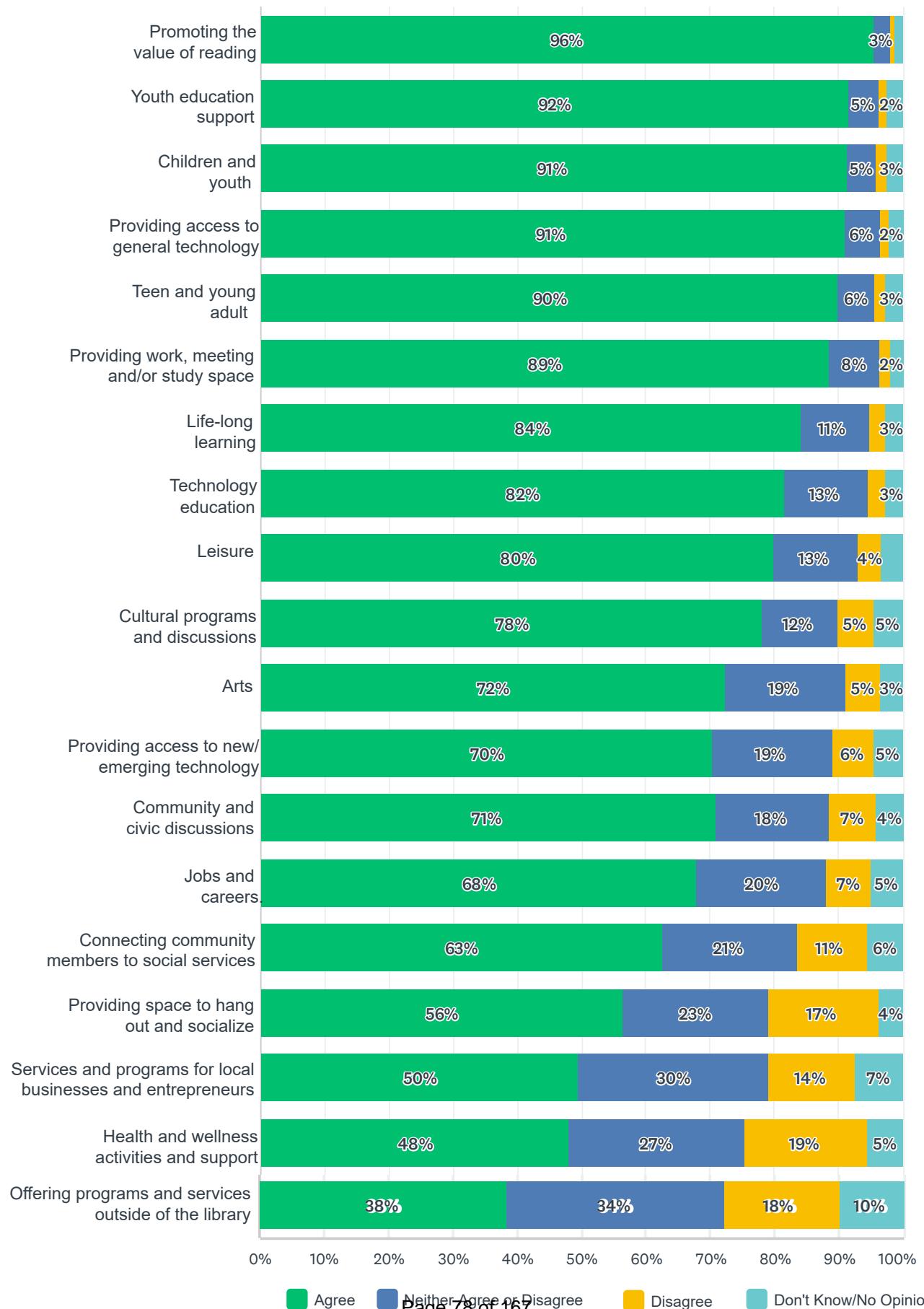
Growth/Development-Housing/Population	Growth/Development-Downtown
Lack of appropriate and affordable housing for physically challenged	No downtown area (5)
Overcrowding/ overpopulation (14)	A downtown area where you can walk, shop and eat/drink within walking distance. Similar to Northville or Plymouth
I can't way I would consider moving to Novi today if I was just now looking for a home.	We have been waiting for our Main Street development to happen for over 25 years. What a shame to lose Vics. I would like to see a PLUM Market and Trader Joes come to that Main Street area. I do not shop at Walmart. It's a scary place. I'm happy to see World Market doing well and expanding. There is room for gathering and parking at Main Street. Why do 90% of the businesses fail in that area?
Significant development over the last few years which expands the resident base with more traffic and general congestion in stores and businesses.	Lack of a cultural hub for the city.
Increasing population	Lack of an authentic downtown area with residential, recreational, shopping/social areas to congregate
- With the city becoming more popular for both settlement and simply visiting, forecasting future capacity is a necessary step to be taken now	There is no dedicated bike or walking path that traverses past the 12 Oaks Mall / West Oaks shopping area along Novi Rd.. We are forced to weave through parking lots and roads that cars are on to get by if walking or cycling.. it is not safe.
Lack of affordable housing for young families/ Lack of affordable housing for young families.	Lack of culture and arts. Lack of a viable downtown.
Lack of small square footage individual homes on slabs that are designed specifically for older residents that are located near paved and maintained year round trails.	Lack of dedicated downtown space
Too much growth too quickly straining services/ disorganized growth	No central meeting place/downtown
Influx of new residents with multiple & sometimes conflicting needs	Create a "downtown" feel like Northville where one can walk to restaurants/enjoy entertainment
The Connector Roads - Beck Rd in particular that leads to our hospital, and schools. Shameful	there's nowhere for people to really walk downtown. There's no real downtown for people to enjoy, too many cars. Maybe do something like Northville did and shut down some roads for a more pedestrian friendly commercial district
I live on 11 Mile Road between Taft and Beck and that connects the school district buildings. That stretch has been patched many times. It is time to replace that road. (It was a dirt road in 1994.)	Walkability
Adequate low income housing	Growth/Development-Business
Many abandoned buildings	Over industrializing to reap the tax benefits.
As an older person, who has lived in Novi for 29 years, I would like to see new RANCH home developments. I live in a two story home close to the high school. I have thought of downsizing and would prefer a ranch home. Or, maybe Novi can develop another complex (like Meadowbrook Commons) that have ranch apartments.	Growing populations, but slower growing business community to generate taxes.
And the benefits of a lower rent cost because you are a resident of Novi originally.	Overdevelopment - need to maintain rural areas, parks, nature preserves (2)
Also, I believe our community will struggle in the future as it relies on standard suburban life styles not realizing the need to adapt to a changing world.	Unconditional expansions of new buildings of new businesses. I would rather see new businesses in old buildings.
Building houses/buildings in every square inch of property	Demand for high quality services, but little willingness to pay for them
Population growth/overpopulation (6)	Too much focus on business and not enough on residents. I think that is because of our current mayor and his propensity to coddle the business people.
Managing explosive growth (3)	(2)
Individual home maintenance: lawn care, leaf removal, snow removal on side walks.	People moving away from Novi to other areas
Expansion	I also am concerned about overdevelopment, too many businesses, strip malls, etc.: I have noticed that there are (at least 4 that I am near or drive by) numerous strip malls with lots of vacancies.
Gentrification, too many McMansions, lack of diversity re: socioeconomic classes (rich people live in a bubble up and down beck rd, island lake, etc.)	I have perceived in the past, actually several years ago, that it seemed like the City of Novi was not so 'business friendly' in some places, i.e. strip malls, shopping centers, in that there were many empty storefronts and small business closings. These ARE part of the COMMUNITY! I hope THAT' climate' has improved. I would not want to see it happen again. BE 'business friendly' in attitude, costs, customer care/helpfulness/understanding and the like. People frequent and support places they like! People like the library - let's foster that feeling throughout the COMMUNITY.
High density housing	retaining businesses (especially Main Street area)
Housing- price of housing (9)	Planning for commercial expansion.
I feel the community is growing at a rapid pace, and the city of Novi will have to find a way to accomodate the needs of the people who will be living in all the new sub-divisions, including transportation, roads, public services, schools, etc.	Lack of small, independent businesses
Managing growth to preserve quality of life	attracting high paying jobs
Over- growth (9)	Unoccupied business buildings
Over crowding due to new housing being built	Commercial vacancies being a blight
so many new apartment/townhomes being built in such a small space.	Twelve oaks mall is on decline and there won't be much city center area that parents can bring kids if the mall closes.
high rents / cost of housing (2)	What to do with unused buildings
Too much growth in the area - cutting down all the trees, clearing of land - just to sell more expensive housing. More people means more drain on the existing resources - including schools, library, traffic, etc	businesses shutting down resulting in several vacant stores and restaurants and strip malls
Moderately priced housing	Recreational CBD & THC sold by too many places.
inability to scale community resources to growing population.	Retention and broadening of the overall commercial/retail segments across the city
Pulte home builders has turned every piece of vacant land in Novi into a home site.	Support for small businesses.
Rapid expansion of the population (3)	The decline of Twelve Oaks mall and loss of the tax base it generates, The only other issue that is "on my radar" is the balancing of building and development (for the benefits of expanded services for residents, tax base, and more,) versus the increasing congestion and the approach of being "built out" (and not having the opportunity to expand.)
Rapid growth means some difficulty with services/infrastructure keeping up with increased population and traffic.	Too much offices being built and not being used.
urban sprawl	Twelve oaks
There is an influx of new residents but low availability of affordable housing especially for the kids who need the library.	
Too much building of businesses, apartments and houses.	
Too much housing development	
Gentrification	

Community Attitudes/Connections	Community Services/Amenities
Ongoing development of sense of community	parks and recreation
Lack of community involvement and commitment in governance.	Need adequate public transportation/ currently lack of public transportation (10)
The community seems to use the issues, but I am at Fox Run, and they help us.	No senior center (2)
A lack of respect from new residents. For example local residents are not watching their kids. It may be a cultural difference but some of my local Indian residents are not teaching their children to respect their neighbors. They are simply letting their children out to play without any supervision.	I like the idea of a social community with activities, etc. for senior residents. Need high speed local commercial and residential (fiber or equivalent) internet access, especially upload speeds
Building a sense of community. Bringing people together....especially generational	Mental health resources for the depressed of all ages
Building community (2)	Public community center with swimming pool and other recreational facilities (5)
Connecting to the community cultural needs	Bus access to Novi.
Prejudice & Bias leaking into adult cliques	lack of community gathering spaces
Community building (coming together as one)/education/bullying (both school and corporate)	Public transportation linking Novi to other southeastern Michigan communities Inadequate social activities for young children and adolescents / lack of family friendly events
Community spirit	providing excellent public services to the community.
Community togetherness in different economic groups	Needs to beautify high trafficked areas
For many Novi is just a place, a stopping point.	We need to have more family friendly events like Farmington/Farmington Hills Northville/Plymouth
I've lived in Novi for 15+ years and have had children graduate from the district and I still don't feel a sense of community in Novi here.	Community Service
Lack of a true community connection - i.e. lack of a downtown, limited community wide events. (2)	Accessibility
No concern toward a ripple-effect on ditching the golden rule.	Bussing (don't agree)
Need to continually adapt as population diversifies without losing sense of community	Greater services to Novi retirement communities such as Fox Run
the community could be more nice and respectful.	Services and resources for seniors (3)
The lack of community, by which I mean that there doesn't seem to be any commonality that connects residents as being from Novi.	Increased aging population
The only overall goal I would enjoy the community working toward is to be more familiar with each other and encourage connections in all age groups.	Lack of senior resources for seniors living in their own homes (Snow removal)
There aren't enough community activities. People go to neighboring communities such as Farmington or Northville for Farmers Markets or community events.	Lack of evening and weekend transportation for people who cannot drive. Making programs for elderly single seniors and making them aware of the programs.
Disconnect from South End to North End, Novi isn't a large city but I-96 dividing line adds a break in the community	Lack of quality, affordable child day care
Rude drivers	Adequate micro transit resources - cycling, pedestrian and other non-motorized routes and facilities.
Character/quality of living	Declining free recreational spaces
	Lack of support for the Arts - concert band and community choir
	Lack of space for groups to meet within the city complex
	Lack of recreation for young and old: bowling alley closed, no public swimming pool, ice arena with open skating, etc.
	No community location other than the library to spend time, a community center would be nice. Both Farmington and Livonia have community centers with adult and senior programs. (2)
	Novi lacks a community rec center, so there are few options for kids not involved in team sports.
	Places for kids and teens to 'hang out'.
	amenities
	Free youth activities
	no choice of trash removal company.
	Social Meeting places for Novi residents
	Need a rec center or community center.
	Childcare and eldercare
	lack of diverse housing to allow seniors to remain in the City.
	Transportation for seniors

Societal Issues
Screen time & social media addiction for youth - children & preteens spending up to 7 hrs per day on a device - recognized as up & coming public health crisis
We have to do better, the kids in school and the community are watching our examples.
Censorship
Climate change and future scarcity issues. (2)
Addiction to electronic devices.
Mental health
Mental illness and awareness along with resources. Feels like our young folks are struggling to achieve balance in the Information Age.
Combating misinformation online, navigating the digital/social media age
Finding more ways to address climate issues.
Growing low income/homeless population.
Panhandlers at our intersections.
Book burning extremists
Haves vs have nots
I think divisions in thought are more prevalent in society overall, not just Novi. I also think people are worried about costs and inflation.
Illegal Immigration
Individual burnout resulting in poor health and community disengagement.
Keeping up with media's ever changing formats.
Kids anxiety
Lack of interest in reading with many teens probably due to social media apps, online games with friends, Tic Tok, etc
Local and nationwide movements to selectively censor books and educational resources, and to suppress minority voices or opinions: the Novi library and wider community must push back hard against this.
We seem to be a country where extremes get the attention. In reality we have always prided ourselves on being able to see both sides and negotiate a compromise acceptable to all. Today some individuals take a non negotiable position and condemn others who don't agree.
The negative impact of the internet on our children is also an issue. Social media can be very destructive for teens with fragile self esteem. You no longer have to face the effects of what you say.
The polarization of community bases. The library is important neutral ground. Misinformation continues to flow in the community and sources are not always reliable or trustworthy.
Throwing trash out of vehicles
Income inequality
Pollution/ Environment
deforestation
Finding joy in an anxiety filled world
Race relations
The spread of incorrect information
Recycle , Reuse
Rise of racism and antisemitism (throughout region)
Struggling to survive under late stage capitalism
The ability to protect our children from the consistent unrelenting assault on their innocence
TikTok
Substance Abuse
Lack of concern for the environment and making recycling more efficient for apartment dwellers as well as educating people on the importance of recycling.

Q7 What is the library's role in the community? Do you think the Novi Public Library should be involved in the following areas?

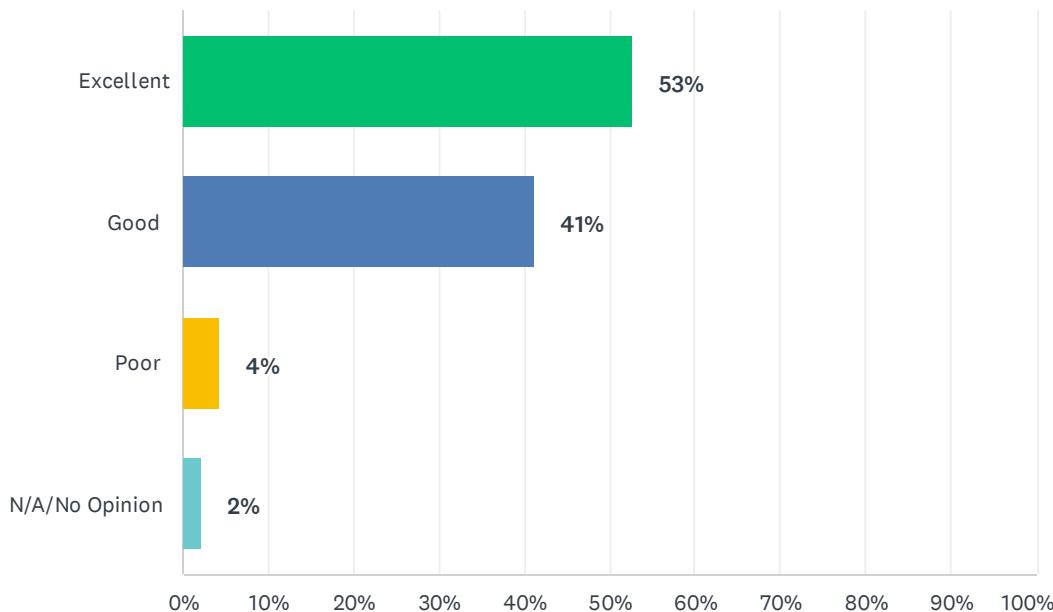
Answered: 1,765 Skipped: 433



	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Promoting the value of reading (Summer Reading program, book clubs, literacy activities)	96% 1,644	3% 47	0% 8	1% 22	1,721	0.96
Youth education support (school partnerships, summer reading programs, homework help)	92% 1,581	5% 83	1% 21	2% 41	1,726	0.93
Children and youth (services, enrichment, entertainment)	91% 1,586	5% 79	2% 27	3% 44	1,736	0.92
Providing access to general technology (computers, printing)	91% 1,566	6% 95	1% 25	2% 34	1,720	0.91
Teen and young adult (book clubs, gaming, volunteering)	90% 1,562	6% 99	2% 27	3% 47	1,735	0.91
Providing work, meeting, and/or study space	89% 1,525	8% 135	2% 28	2% 33	1,721	0.89
Life-long learning (financial and other life skills)	84% 1,461	11% 183	2% 43	3% 45	1,732	0.84
Technology education	82% 1,402	13% 223	3% 49	3% 44	1,718	0.81
Leisure (hobbies, recreation, entertainment)	80% 1,383	13% 226	4% 67	3% 55	1,731	0.79
Cultural programs and discussions	78% 1,364	12% 205	5% 95	5% 80	1,744	0.76
Arts (arts displays, arts programming and classes)	72% 1,241	19% 322	5% 94	3% 58	1,715	0.69
Providing access to new/emerging technology (3D printing, virtual reality systems)	70% 1,206	19% 322	6% 108	5% 78	1,714	0.67
Community and civic discussions	71% 1,232	18% 306	7% 128	4% 70	1,736	0.66
Jobs and careers (job search support, job fair events)	68% 1,158	20% 344	7% 118	5% 85	1,705	0.64
Connecting community members to social services	63% 1,075	21% 361	11% 184	6% 96	1,716	0.55
Providing space to hang out and socialize	56% 970	23% 390	17% 297	4% 62	1,719	0.41
Services and programs for local businesses and entrepreneurs	50% 844	30% 504	14% 230	7% 125	1,703	0.39
Health and wellness activities and support (fitness classes, health education sessions, healthy eating classes, etc.)	48% 824	27% 470	19% 326	5% 94	1,714	0.31
Offering programs and services outside of the library	38% 652	34% 570	18% 307	10% 165	1,694	0.23

Q8 How would you rate the hours of operation for the Novi Public Library in terms of convenience for you?

Answered: 1,731 Skipped: 467



ANSWER CHOICES	RESPONSES	
Excellent	53%	910
Good	41%	711
Poor	4%	74
N/A/No Opinion	2%	36
TOTAL		1,731

COMMENTS

Drop boxes

Please make sure the book return is available during the hours you are closed.(3)
Am I correct that the drop boxes are only open during business hours? I wish there was a drop box option that had longer hours. As a working parent, I for instance want to drop off books on my way to work and can't do that, because it's not open.

Earlier book drop off at the window wod be contacted dropping off my kids to school.

Fix your after hours material returns box. I'm tired of using my lunch hour to drive all the the way back from Ann arbor to return my books because the return box is closed outside of business hours.

Book return (drive thru) open earlier than 10:00am (8:00???)

AND restore / all ow the return of materials at all hours

The re-opening of the drop box to 24 hours has helped tremendously.(2)

Not sure if this is still the case, but since Covid, couldn't drop off books in drive through return unless library is open. Please allow this outside of business hours.

In the recent past the book/material drop has been closed after hours, which is a bit absurd - even during Covid.

Need 24 drop box/conveyor belt to return materials.

If Books that are overdue can be dropped off outside of library operating hours in the drop off drive thru counter or any other drop box, it would be really helpful.

Holidays/closures

At least four times a year I will go to the library and it is closed for a holiday (entire weekend), or a special cleaning, or some other reason. Very frustrating.

Your next question is really bad as it depends on work, family life, school, etc. Closures are long around the holidays. When I worked at a different library we did not close for more than 2 days.

Good when open but every too many unexpected closures

Most of all there are too many days that the library is not open! :)

The library closes too often. When schools are closed the library should be open.

The library is closed for too many days around holidays. Only the holiday and perhaps one other day should be closed to the public. A skeleton crew could handle the other days. I have been wanting to spend time at the library only to see it closed.

The library seems to be closed a lot of the time.

Too many closed dates

Frequent closures are disappointing.

Library seems to close when schools do not when businesses do.

Evenings/Weekends/Extended hours	
Although a little later on Friday evening would be nice. (3)	i prefer weekend evenings to be longer. day time on weekends are generally busy.
Although I am not sure how my fellow community peers feel about these hours. I would personally prefer a 7PM closing time on Friday, Saturday, and Sunday. Closing at 6PM on Friday is particularly frustrating although a relatively small inconvenience overall.	evening hours are more relaxing. i could come to the library, take a self served beverage, decompress and read or socialize. extending hours might be increase operating cost. my suggestion would be to keep it open till 9pm everyday but start later to keep the number of hours same as now. library should be open when other activities are not available. i think it would increase users.
I would like earlier hours most days, especially Sunday	I think it might be beneficial to be open later on Friday and Saturday for kids to study.
Could extend it after 6 PM during weekends	I think 9pm is a great closing time for the weekday. Some libraries close much earlier and it can become a rush to get work to make it to the library in time before it closes.
About 4 years ago, I was working full time while my husband was a full time student. The weekend hours were difficult for him because he was looking for a space to study. I work some weekend days, and when I would come for at 4/5, it was too late for him to use the library. I know staffing and operations may make it difficult to manage, but evening hours on the weekend would have helped us a few years ago. Currently, we don't utilize the library on the weekends. Ask the students when they prefer to use the library.	I think open until 8 pm Monday - Thursday. Close 5 pm Friday and Saturday.
Could the Friday/Saturday hours be extended 1 hour, i.e., 7:00pm.	I think that if possible, Friday nights hours should go til 730pm.
Friday & Saturday closing times should be extended.(3)	I think the timings for the weekend Fri to Sun should be extended on hour more like till 7pm
I would like longer hours on Friday, Saturday and Sunday. (3)	The Starbucks should be extend till 8pm or 7 pm
Friday night hour is short and Sunday morning is preferable.	I think these hours are good for the working person. With late night availability during the week, and shorten time on the weekends, If anything Sunday's hours could be increased if you see there is usage.
Friday saturday extend to 9 PM, maybe change to 12-9 PM	I want the library to stay open for more time over the weekends, but that's okay because the employees need some rest. But maybe 1 hour more or 30 minutes more of time to be open on the weekends and Friday.
Having a small child it would be nice to visit on Saturday mornings a little earlier (maybe like 830-9 opening?)	I wonder if people had the library to go to in the evenings on the weekends if that would be welcomed.
Could be open longer on weekends to accommodate students better.	I work until 5:30pm and transporting there would be hard to arrive at time because library close at 6pm
Hopefully i can use in the weekend morning	I would enjoy a later Saturday night sometimes, a place to wind down without having to go to a restaurant. May be in the minority about this.
Not very convenient for us that work 9-5 downtown	I would imagine most people have more free time on the weekends to spend more hours at the library than weekdays. Consistent hours throughout the week would help the community, as well as more time being open as some people are early morning or late night routine people. A majority of the hours the library is open are during times people are figuring out lunch and dinner plans.
Closes too early on Friday for sure, Saturday is also inconvenient but less so.	On Friday the hours can be extended to 9PM I wish.
Closing 1 hour later on Friday and Saturday and opening 1 hour earlier on Sunday would be more convenient personally	On the weekend it would be nice for the library to be open an extra hour to 7pm. need earlier and later hours especially on the weekends. Many students come to study
Closing at 6 is too early for me sometimes.	Need longer hours.
Don't need to stay open until 6 on Fridays, Saturdays and Sundays. dont have time to get books on friday cuz school and school homework	Need to stay open longer on weekends (3)
I appreciate that you give time off for your employees with shortened weekend hours, however, I would love to see the Friday and Saturday hours extended slightly.	Needs to be open much later, like UofM Dearborn library.
I appreciate the library being open nights and weekends. Personally, I would prefer if the library opened earlier on Saturdays (9am) and Sundays (10 or 11 am). I don't think the library needs to be open till 6:00 p.m. on Friday Saturday and Sunday. 5 pm is fine. Allow the staff to go home and be with their families. Everyone needs a good work life balance.	Open later on Friday would be helpful, would like not as much closure for holidays
I guess you could always be open longer, but I'm just glad you have the hours you do. Going to 9PM on Friday/Saturday would be the most useful for me.	Open to 9 every night
I personally would use the library later on Monday-Thursday but I understand that I am likely in the minority	Remaining open a bit later on Friday would help also - maybe until 7? For parents working long hours and with long commutes, it can be tricky to reach the library by 6 PM to pick up teens.
When I was in high school, I'd come to library each day after school and wait for my mom to pick me up as she worked a little far away and the bus didn't have a convenient drop off location for my house. On Fridays this would be tough, as the library would close at 6 — I would oftentimes have to wait outside on the bench after 6 for an hour or so. Besides that, the hours are fair.	Opening 11am -5 might be helpful for students who want to jump start study time on Sunday and end a little earlier.
Weekends can be till 8PM	Would like the hours to be longer at the evenings.
Were I still a student remaining open later on Sunday or opening earlier would be great. I studied in the library for 12 hours on Sunday.	Would like to have only one late night during the week and have later hours Fri and Sat
Weekend hours are lacking.	Would be nice if it was open for one extra hour on Fridays.
Weekend hours should be the same as weekday hours.	Would it be possible to provide more opportunities for volunteers to serve Novi library to extend hours of operation on weekends
Truly - late evening, though difficult for staff, allows late working folks to access the library	Would like for the Weekend hours to be extended to 8pm
AND	Would like to stay open later on Saturday.
Sunday hours - so very valuable	Would love them open later on Friday but not a huge issue.
We meet there and staff starts clearing us out at 8:30.	Would prefer a 9PM closing time on Friday, and a 10 AM opening time on Sunday.
We need longer hours on weekends so we can spend more time in the library. later Saturday hours would be helpful.	Would prefer extended hours on either Friday or Saturday as well.
I have a specific reason why it would be great if the library were open earlier some days (Saturdays, perhaps?): so that we had plenty of time before lunch/naptime to visit the library, and I would assume that early Saturdays would be a great time for parents with younger children (we're awake with the little ones by necessity and the teenagers are likely still at home, asleep, and not at the library). There have been some times in the past that I wish the library were open a little later on Saturdays during the longer-day months (late spring/summer/early fall), but I don't know if my usage would have been enough to warrant the later hours, it would have been more for social reasons (things related to playing Pokemon Go--a place to play out of inclement weather, socialize, have restroom access, etc.), but there have also been times I felt it would have been nice to have	Wish it was open longer on weekends. Also, it would be great to have youth reading-story time-on Saturday mornings.
	Wish it were open later on fridays
	Will be better if the weekend hours are extended.
	When people have more time- i.e. Friday evenings or weekends- the library hours are shorter
	The early close Friday is sometimes an inconvenience, as I need to rush over after work
	The weekend hours could be longer
	They are generally good, but I would like if it stayed open a little longer, especially during the weekends. As a student, I often have volunteering activities that take place during the afternoon/evening and study later in the day.

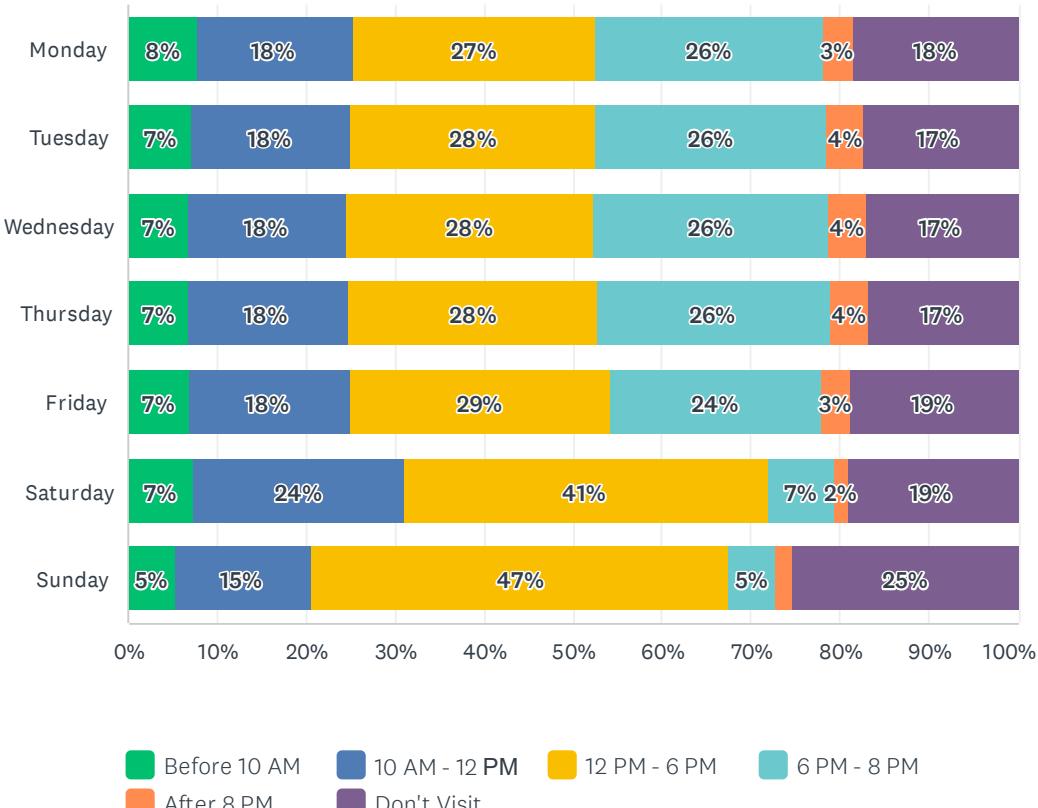
Comments on Library Hours -Continued	Adequate as is
They should be open later on Friday night and Sunday year round.	I think we are very generous with the times we offer.
Sometimes it would be nice if library was open longer on Fridays for the school year.	Ample available hours
Sometimes I wish Friday night was later - like 7.	Always seems to have many cars in parking lot. I feel current hours are fine
Short on weekends	Great hours.
Should be open longer on the weekend	Honestly, the library probably does not need to be open so much. I appreciate the availability but with the change in my job and working from home, I really only frequent the library mid-day. I am sure this is the same for many.
Should be open until 9pm and weekend hours should be expanded.	Hours are adequate for me. (3)
Prefer extended evening hours on Friday or Saturday, but overall satisfied	I am retired so I can adapt to your hours. (5)
Prefer later hours on Friday, close earlier on one of the earlier days of the week.	I am primarily helped by Outreach.
On a weekend, I might come in around 8 am, if it were open. In the summer, I would do the same on a weekday. I don't think the library needs to be open at 8am everyday. An early start time 1 weekend & 1 weekday works. The closing time each day is reasonable. I come after work or dinner most of the time that I use the library.	Almost too convenient. Sunday? 9pm? Do you really need to be open so many hours?
Later hours for Friday, Saturdays or Sundays (if you have the staff).	Although I mainly use the online resources, the hours work for me during the few times I need to come to the library.
Later hours on Friday and Saturday would be good.	Far and beyond that of other libraries but still VERY much needed good
Later hours on Saturday would be ideal.	Good balance between access times and staff resources.
Later hours on weekends maybe if once a month would be nice.	I always figure that this schedule accommodates most visitors - and that it adjusts because as a staff you want to accommodate the community without increasing costs to stay open with very low usage
Later hours on weekends would be nice (2)	Hours are fine, except maybe Sunday, as long as materials can be returned any time.
Maybe 12 -7 pm on fri sat 10-4 on Sunday?	I enjoy the ready access the library hours offer. They are very flexible and I can fit them into my schedule
Maybe open until 7pm on Friday, but understandable.	I feel the hours are excellent for most people, whether working or retired. I do tend to plan my trips around the least congestion from traffic due to High School events, because of the road traffic, as well as the parking lot congestion.
Maybe stay open until 7 on Fridays and Saturdays.	I love the convenience of longer hours on Sunday and Mon-Thurs and Fri-Sat are very generous.
Monday to friday 10-8	I personally like this time arrangement because it is convenient for high schoolers to study there and adults doing their collabs or meetings.
Saturday and Sunday 10-6	I mostly visit the library after school or during the day on weekends, and the library I always open when I plan on going there.
This would be better	I think these are reasonable hours and hope they continue even during the summer hours.
Monday-Friday-should be 9am-9pm	Never have a problem getting to the library when needed
Saturday-Sunday 9am-6pm	No complaints
I've wished the library were open later for homework sessions but not earlier.	No issues
Just a bit later like on weekends extend it to 8 or 8 30	Novi's open more hours than most area libraries. I've never had a problem being able to access library services due to the hours of operation.
Just wish the hours were longer	The best! Love the evening hours and Sunday hours.
It would be nice, if we could drop off books after hours.	The hours are amazing, being open on Sunday is fantastic and I love the late hours M-Th!
it would be very helpful if the friday and saturday times were opened for longer.	The library hours generally meet my needs.
It would help to have a later closing time on Friday - even by one hour.	The open hours are sufficient for me.
It would nice to extend library hours for atleast Friday. Maybr up to 8 pm.	Times are convenient
It would not be bad to keep the library open to 9pm on Friday & Saturday.	The hours are OK-could be extended during the winter and shortened during the summer.
Closing library at 6pm on Sunday is fine.	perfectly fine, no changes needed
It's better to have library hours till 9 pm on Friday	My schedule varies, but I find the hours to be convenient enough.
It would be nice if the library was open later on Friday and Saturday.	more available than in most libraries I've patronized.
It would be nice to be open little early on weekends and close a little late on Saturday atleast	I'm not in school anymore so I'm not as worried about hours as I used to be.
It would be nice to see longer hours on the weekends for convenience.	I'm retired and the current hours work for me.
it will be great if the library can open till 9PM on weekends.	Its always convenient for me because I don't work.
It would be a "nice- to - have" if you were also open until 9pm on Fridays (like Monday through Thursday), but it's not necessarily a "must".	
It would be convenient if the hours were 8am - 9pm M, T, W,Th, F and Sat and Sunday 8am-6pm	
It would be convinent if it was open later hours or elier in the morning	
It would be great if the Library was open on Friday till 7 pm.	
It would be great if there are long hours on weekends.	
It would be helpful if we have lib until 9 pm on Saturday	
It will be good to have some extended hours on Friday for those who want to pick up materials for the weekend	
If we can extend closing hours till 10 pm or 11 pm it will be good. It will also be good to open earlier especially during summer	
If the library wants to provide a place for youth to hang out. Extended hours for youth space and cafe are needed	
I would prefer more time on Friday, Saturday and Sunday.	
I would prefer to have it open till 8PM Fridays.	
6 PM for Saturday and Sunday is fine.	
I would say hours are 9am-9pm every day especially saturday and sunday.	
I'd love if the library was open at 9 and stayed open later on the weekend.	
I would open an hour earlier Monday - Saturday... and stay open later on Friday evening (9pm).	
24-hour is the best option.	
Expanded summer hours would be great, with even some community free exercise programs.	
Good but can improve on Fridays	
My work hours are frequently from 7am to 9pm, 6 days a week. I would almost never be able to access the library with these hours of operation.	

Earlier	I work from home and usually start between 8 and 9am. Sometimes I come to the library in the middle of the day, but coming earlier in the morning for half a day would be more convenient.
I wish it was open an hour or so earlier I wish it was open at 9am (23)	I work in Novi Schools and my school starts at 9am, it would be nice to have the option to go sometimes before work either to go to the cafe or to pick up a hold.
I wish the library was open earlier in the mornings, I might be tempted to use it more.	I would appreciate an earlier opening, 9 or 9:30. Need at least one day/week open early 7 o'clock Morning hours on week days and Saturday should begin at 9:00 A.M.
I would like earlier hours (10) I would like earlier hours most days, especially Sunday	One earlier morning a week would be nice, opening before school traffic. One early morning might be nice but it is what it is Open a little earlier also helps moms like myself. Open a littlr earlier at 8 am or 9am Opening at 9am might be helpful for families
8AM seems a little better 9 AM opening would be even better (would increase business hours by 5 to 6 hrs/wk). 9:00 am is a good time for me. I'm an early bird 9:00 am M-Thursday would be a better opening time for me- Earlier hours on the weekdays would be nice - 9am to 9pm. (2)	Possibly opening and hour or two earlier for early morning students and commuters Prefer 9 - 5 Sometimes it opens too late. The hours are good for me, but some may wish that the library be open earlier. With little kids before 10am would also be nice :) With young children, opening at 1000 is a little a late in the morning for HS to really enjoy it at that time.
9am would be better, but 10 is okay. Hard to work a full day from the library, when using it for that purpose A 9 am opening would be much more convenient for my family and others with young kids 12 hours. 9 AM-9 PM M-Saturday please Closed Sunday	With younger kids it's the earlier hours that would be best suited for them, there are few things to do with toddlers before 10 am and they're often up from 6am lol would be better if opened at 9 during the week and closed earlier instead. Would be nice if the library opened earlier one weekday. Would be nice if there were before work hours at least once a week (8am) Would be wonderful to have a couple days where library is open earlier Would like it if the library opened at 9:00am a few days each week.
An earlier start would be nice for families. Drop an elementary child at school and take a toddler straight to the library instead of going back home for an hour. Being open earlier would be helpful for doing things with my small child that needs entertainment from 8am -10am (ie right before you're open) At least one day a week an earlier open time would be nice 7:30???	Would like to see earlier morning hours (ie. 9am or 930am opening instead of 10am) would like to see it open at 9 am on weekdays, Would like to see the opening time being 9 am several times a week. Would love 9am on the weekday mornings since I have little kids and we're up early.
Better if could open earlier on Saturdays. As mentioned earlier an earlier start would be nice Also 10 am was hard to get used to. I still often forget.	Would love for earlier hours, even on occasional days (opening around 8 or 9 AM) so that I could stop in before work as opposed to during or after. Would love the library to open earlier during the work week. Remote and hybrid workers start at 9 am usually. Would prefer 9am open time, seems to work better for my young child Would prefer earlier weekday hours
Earlier hours would be nice. (4) Earlier open earlier close would be better For my needs, I would prefer the library open at 9:00 Helpful hours for working community. Could open earlier, like 9:30 a.m	You guys should be open 7:00 am to 10:30 pm everyday or 8:00 am to 9:30 pm everyWEEKday and 9:00 am to 9:00 pm weekends!
I drop my eldest at school around 9am, but have to wait one hour before I can bring my smaller two children (ages 3 & 4) to the library at 10am. If the library opened at 9am, we could come straight from school drop off to the library. Even if the lobby & cafe "soft opened" at 9am, we could sit at a table in the cafe or meeting room to do our reading/drawing/puzzles together for an hour and then enter the rest of the library when it actually opens at 10am. Very few places are opened at 9am in the winter. If we get three kids dressed and into the car every morning for school drop off, it would be great to have someplace to spend the rest of the morning other than at home.	Why would we have it open so late? With the remote work being part of our lives now, it is almost as if 10AM is not at all adequate to help the community. The schools here literally start classes at 7am, and many of us have to get up before 6:30 to prepare breakfast/kids for classes, etc. It affects some of our jobs because of the timing, so having the option of dropping the kids off slightly earlier for High school at a safe location is something that we should aim for. Also, it would be nice to do remote work in the library whenever I get the chance since I don't have strong internet at home, which is a luxury that not everyone can afford. which they would open earlier on weekdays...9am would be idea.
I often wish the library opened at 9 on weekdays so I can bring my children with plenty of time to explore before having to leave for nap time I think earlier hours rather than so late would be beneficial.	When I was working, is was difficult to rent a room for a workshop because the library didn't open until 10. Since I'm retired, the hours are fine for me.
For parents with young kids (who wake early like 6am), opening earlier could be a nice addition a few days a week.	There have been times I wished the library were open a little earlier some days. Weekdays it would be beneficial for me to go at 9am
It would be helpful if the library opens bit early on Winter It would be great if you open at 9:30 a.m. rather then 10:00 a.m. (2)	Toddlers and babies are normally awake early, so it would be nice to have the library sometimes open before 10am.
If the library opened a little earlier my family would utilize the time. It could be open earlier in the morning, but 10am is still fine with me. 10am helps to cut down on the cost of opening earlier.	They should be open earlier to early morning studiers and to kids who need a place to stay for a while while parents attend to errands and other things. It would be preferable for parents to drop their kids off in the morning before they go to work.
I'm usually passing by at about 9:00 a.m. But never after 8:00 p.m. But my kids are young still...	It would be nice if the library opened a little earlier so I can work there during normal business hours. But I understand the complexity of staffing issues right now.
would go visit the library earlier of hours allowed. I have 2 yr old who could visit I would LOVE to see the library open up at 9am on Monday-Friday so I can take my toddler to the library after I drop my other child at school. I think you could close at 8pm and add the hour to opening at 9am for Monday-Thursday.	It would be nice if the library opened by 9am on weekdays
I would prefer and open time of 9am on some days but I understand that 10am is standard.	I've always thought that opening an hour earlier would really be beneficial to the community. Especially for those that are looking to work there.
If can open a half hour early, that would be better.	
If I had to work remotely from the library, I'd need access earlier than 10 on weekdays	
My personal schedule varies, but there are several times when I would have liked having the library as a place to kill some time/wait, read, or log onto wifi prior to 10 am.	

Sundays	Other
Appreciate that you are open on Sundays	I didn't realize the hours were that extensive.
Although the summer hours aren't great if the library is closed on Sunday's.	I just need to go more often
I think the library should close on Sundays (2)	I prefer going to the Farmington Community Library on Liberty Street. I wish they had the space that the Novi Library has, they would provide better use of the space and the staff are really welcoming, helpful, cheerful, they come out from behind their desk to engage with the public. Their hours are better as well, and they help locate material from other libraries. NOVI STAFF BEGRUDGINGLY OFFERS LITTLE ASSISTANCE AND THE LIBRARIANS HAVE A NARROW POINT OF VIEW.
Better hours on sundays if possible	Are there people who need library hours before 10am?
Could have shorter hours on Sunday	Could be better
Earlier opening on Sunday would be helpful.	Don't use library. Have card for another library I support.
I actually think Sunday hours are too long.	Expanded hours would just make me procrastinate picking something up.
Hours on Sunday are inconvenient for those working in the library, especially during the summer months.	Fox Run takes busses 2 times a week, but very few take that, so I'm not sure Except for the cafe which is never open.
Noon on Sunday is also too late for me sometimes	Helpful hours for working community.
Sunday would be nice if they opened earlier like Saturday	I currently don't visit. As a retiree, any day or time works. For those that work a normal job after 5 works. My daughters used to go to the library to study after school until I could pick up after work.
Open 20 minutes earlier on Sunday (before noon)	I work an alternate shift so sometimes the hours are tough to get to the library. However, I enjoy the online book option. Just wish it was larger.
Also, making Sunday hours the same as Saturday - opening at noon on Sunday seems based on assuming everyone will be in church on Sunday morning, but that's not the case for many of us.	I work full time. Use the library in evening and weekends. When retires, not sure about the 10am open time. What is current usage by hour
Staying open a bit longer on Sunday would be helpful	The high school kids using the parking lot is inconvenient on weekdays. Maybe there can be more designated spots.
Sunday hours seem a bit short if students need to access materials over the weekend for homework.	Staff is very helpful and friendly.
No need to be open on Sunday during the summer months. Saturdays and Sundays hours should be respected like they were in we all days - Open until 4:00pm	sometimes I wish you closed earlier, but that's only because my kids don't want to leave to come home :)
have occasional Sunday evenings for study/ use of maker space and amenities	Since I've traveling issues, coming in to renew my library card is aggravating. The past 2-3 years have been good because of the Covid restrictions renewing over the phone has helped me with this
Would really like to see morning hours on Sunday and later evening hours on Friday and Saturday. These are the days and times when I'm not in as much of a rush and can look for books and enjoy my visit.	Really not necessary to stay open to 6pm on Fridays, Saturdays and Sundays. The library doesn't get new foot traffic from 5-6pm.
Would really help if open at 10 in Sundays so we can stop by after church.	Not great
Would prefer some earlier Sunday hours (e.g. 10am).(5)	NPL closed during the pandemic and I lost interest
Should be open on Sundays during the Summer.	I'm not a morning person anyway
Really miss expanded hours on Sundays, particularly in summer.	Maker space hours are limited.
My only thought is that perhaps students (HS and MS mainly) would appreciate if the library was open Sunday evenings	I am an employee.
Maybe later Sunday hours during school year for students	Na
It would be helpful have Sunday hours from 10am to 6pm	

Q9 What is the best time for you to visit the Novi Public Library? For each day, please check the timeslot that works best for you. If you do not normally visit the Library on a particular day of the week, please select "Don't Visit" for that day.

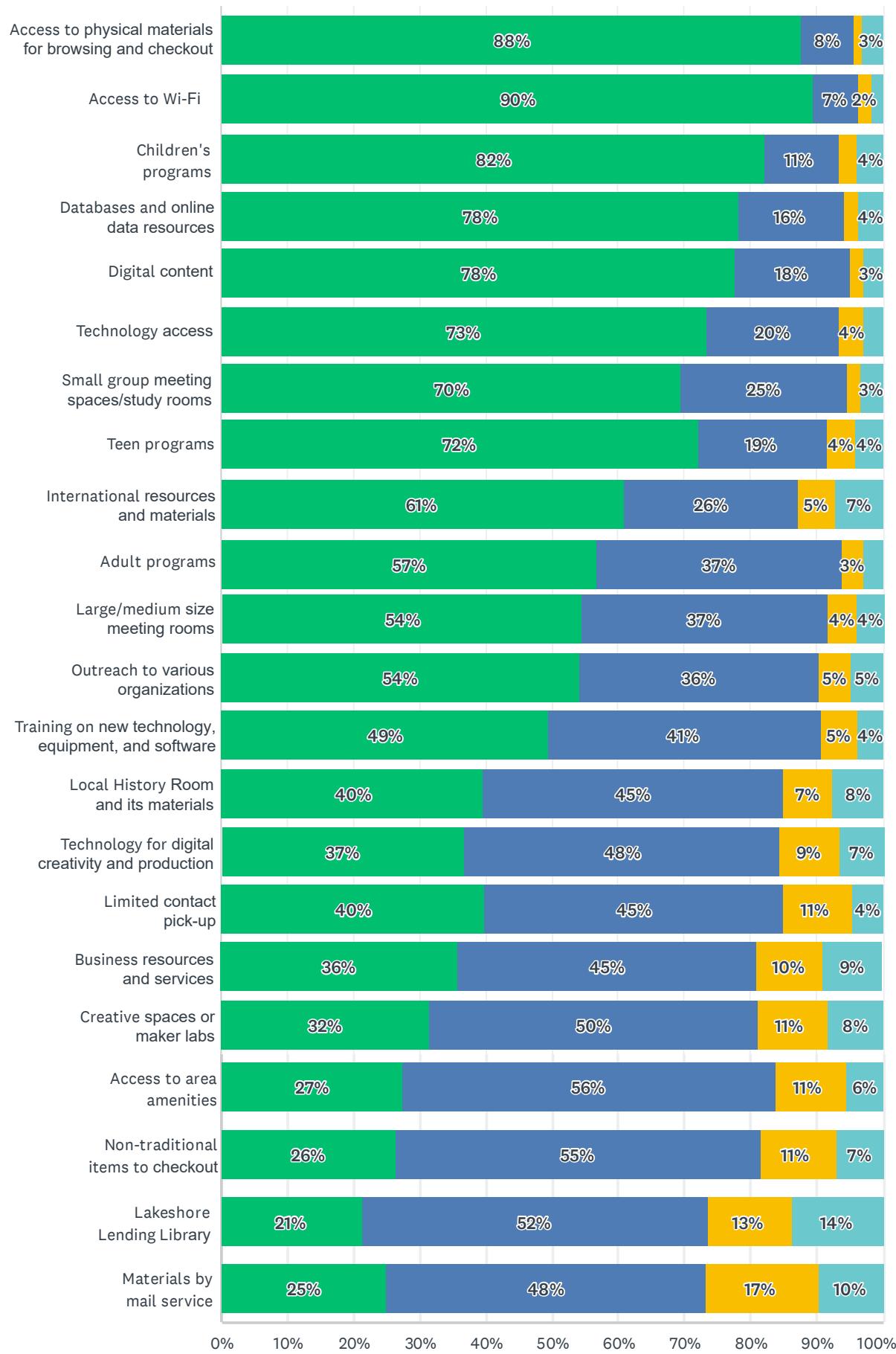
Answered: 1,726 Skipped: 472



	BEFORE 10 AM	10 AM - 12 PM	12 PM - 6 PM	6 PM - 8 PM	AFTER 8 PM	DON'T VISIT	TOTAL
Monday	8% 133	18% 304	27% 469	26% 440	3% 59	18% 317	1,722
Tuesday	7% 123	18% 305	28% 476	26% 449	4% 70	17% 299	1,722
Wednesday	7% 116	18% 305	28% 480	26% 453	4% 75	17% 292	1,721
Thursday	7% 116	18% 309	28% 482	26% 453	4% 75	17% 287	1,722
Friday	7% 118	18% 311	29% 503	24% 407	3% 59	19% 322	1,720
Saturday	7% 126	24% 411	41% 704	7% 126	2% 29	19% 328	1,724
Sunday	5% 92	15% 265	47% 805	5% 92	2% 31	25% 438	1,723

Q10 Please rate the IMPORTANCE of the following Novi Public Library services.

Answered: 1,658 Skipped: 540



Must Have

Nice to Have

Don't Know/No Opinion

	MUST HAVE	NICE TO HAVE BUT NOT CRITICAL	DON'T NEED	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Access to physical materials for browsing and checkout	88% 1,433	8% 132	1% 20	3% 50	1,635	1.88
Access to Wi-Fi	90% 1,460	7% 111	2% 32	2% 28	1,631	1.87
Children's programs (storytimes, STEM/STEAM and reading programs, crafts, movies, etc.)	82% 1,345	11% 183	3% 45	4% 63	1,636	1.80
Databases and online information resources	78% 1,275	16% 258	2% 35	4% 59	1,627	1.77
Digital content (downloadable books, magazines, movies, etc.)	78% 1,267	18% 286	2% 31	3% 48	1,632	1.76
Technology access (iPads, public access computers, etc.)	73% 1,197	20% 328	4% 58	3% 48	1,631	1.68
Small group meeting spaces/study rooms (spaces to meet, learn, and collaborate)	70% 1,136	25% 409	2% 35	3% 52	1,632	1.67
Teen programs (book clubs, STEM/STEAM programs, crafts, movies, gaming, and social events, etc.)	72% 1,176	19% 316	4% 72	4% 66	1,630	1.66
International resources and materials (non-English materials and programs, English Language Learning, citizenship)	61% 989	26% 427	5% 88	7% 117	1,621	1.54
Adult programs (classes, author talks, crafts, technology training, movies, cultural events, health, career etc.)	57% 931	37% 603	3% 53	3% 48	1,635	1.52
Large/medium-size meeting rooms (places for groups to gather, learn, and collaborate and support larger events)	54% 887	37% 604	4% 70	4% 68	1,629	1.48
Outreach to various organizations within the community (senior centers, schools, etc.)	54% 882	36% 587	5% 80	5% 78	1,627	1.47
Training on new technology, equipment, and software/apps	49% 808	41% 678	5% 88	4% 61	1,635	1.40
Local History Room and its materials	40% 643	45% 738	7% 120	8% 122	1,623	1.27
Technology for digital creativity and production (Photoshop, video cameras, green screens, etc.)	37% 596	48% 774	9% 148	7% 108	1,626	1.20
Limited contact pick-up (drive-up service, self-service lockers)	40% 650	45% 733	11% 172	4% 72	1,627	1.20
Business resources and services	36% 583	45% 732	10% 161	9% 143	1,619	1.18
Creative spaces or maker labs	32% 510	50% 803	11% 171	8% 133	1,617	1.11
Access to area amenities (check out guest passes to area museums, parks, concerts, etc.)	27% 445	56% 913	11% 172	6% 91	1,621	1.07
Non-traditional items to checkout (Hotspots, musical instruments, STEM kits, tools, etc.)	26% 428	55% 896	11% 186	7% 114	1,624	1.04
Lakeshore Lending Library (vending kiosk at Lakeshore Park)	21% 344	52% 841	13% 206	14% 219	1,610	0.95
Materials by mail service	25% 406	48% 785	17% 278	10% 156	1,625	0.90

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

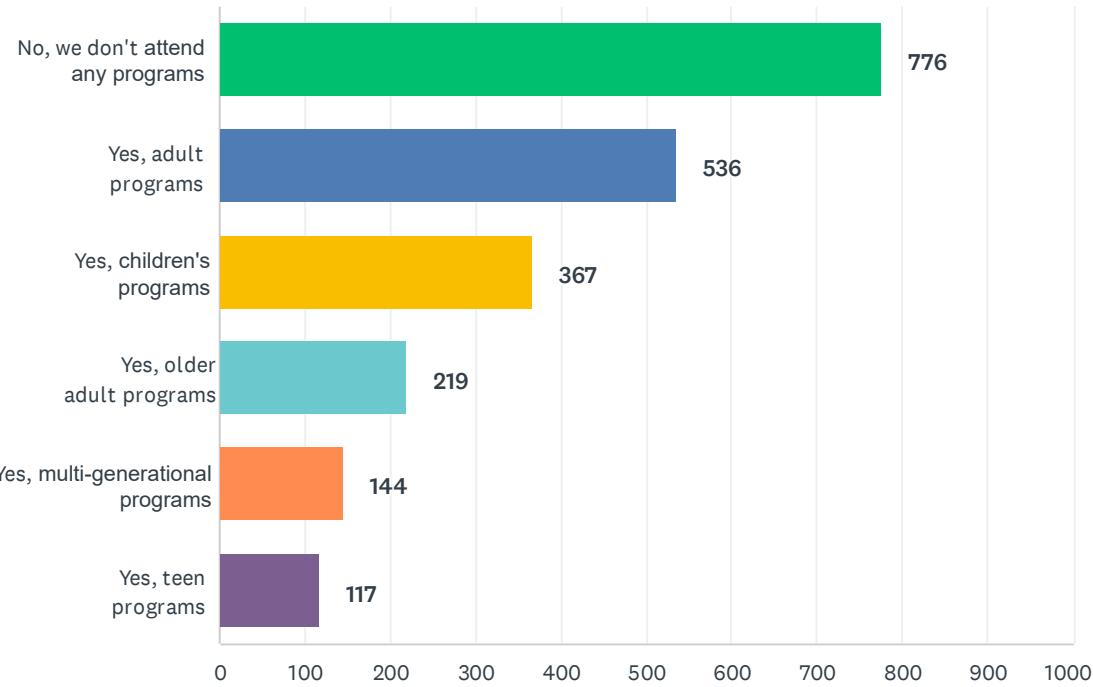
Collections-General	Other
More actual books, a larger new book section My main problem is I want MORE digital ebooks, more titles and more copies. I have many holds right now and I am 40th, 32nd, 20th, and 18th in line for books with the holds being "several months." <<<That is wayyyy too long! More ebooks, more copies of ebooks and more titles PLEASE!	I want the NPL to remember that the key mission of a library is as a repository of information and public access to that information, whether through print, digital, audio, video, etc. Literacy programs are also good, and those should focus on enabling the public to interpret the information stored at the library. Please do not squander budget funds on too many programs outside of the key mission.
More best sellers in digital form. More book availability for retirees, especially current best sellers more books!! focus on print materials not an activity/rec center!	Programs for youth and adults should focus on reading and literacy, including technological literacy, meaning teaching the public how to access information on digital devices, in addition to how to access information provided through printed media (books in particular).
More teen books that are clean. Newer books Newspapers & magazines; local as well as in foreign languages are important to members of the community. As ESL instructor I know foreign language papers are helpful to many in our community. Personally the local papers are source for my knowledge of candidates running for offices in the community.	I think the library is overreaching on the services it feels it should deliver. Examine the core of library: what is its essence-what should it be what is essential: both fulfilling its core and conscious and embracing the technology of the present and future what is nice to have but not essential trim the excess
Really, just books. All these other things are nice but a library is really good for books. Video game collection Video game lending Wider selection of books onsite that are available to checkout immediately. The Novi library goes well beyond my vision of a "typical library." As mentioned, my major use of the library is the Book Nook for leisure reading materials. Keeping that is important to me and expanding it would be nice. Offer everything in English only other than materials to learn another language. Should have nothing to do with providing materials for those that don't know the English language including forms & applications in other languages other than English. Music. The Novi Library removed it's physical music collection. I do not see downloadable music in the list above. More resources for College applications, more updated book titles More access to art - books & magazines It bothers me that in Overdrive, I am only allowed to suggest a book or audio book a month. Why is that. I should be able to suggest books any time I want. Because I suggest a book, does not mean Novi will buy it. International movies, shows and news publications such as India Today, The Times of London, etc. I'd like to see online access to specialized medical and other scientific literature. However, I realize that interest in such materials may not be enough to justify the cost. A larger cryptocurrency or computer / software book or training section. A rating system for books in the children's and teen sections, and also a requirement that children under 12 have parent supervision while in the library (due to the problem books). As Novi is diverse so some books on different religion like Chinese, Sikh , Hindu , etc, or their culture, food so that community can learn about others. Better books through Libby. Access to more books - online, partner networks, universities etc Continue to get music CDs. Digital content in formats other than for Amazon readers, such as Nook. Digital offerings such as Hoopla and Libby are essential. I wish we had an even wider selection. There needs to be a larger book budget for the adult readers. great a thor books and a sculpture of the a thor and with the name on the bottom. I do not see much of Technology books esp related to computer science. Keeping up with the latest topics and versions will be helpful. I live within walking distance of the Lakeshore Lending Library. I haven't checked out a book from there yet. I've looked through the options monthly but don't see anything I want to checkout. I miss the music CD materials but I understand the decision to discontinue them. I would really love it if we could introduce books written by international authors in their language for the many immigrants/foreigners here, including myself.	Keep in mind - all patrons deserve respect and courtesy I think some of these services are better offered thru parks/rec or community center. This seems quite complete. No gay lesbian drag queen woke generation gatherings! Especially not for children! God made Adam and Eve NOT Adam and Steve! No services are currently being missed. SPEND LESS MONEY STOP WASTING MONEY. TAXES ARE EXCESSIVE, INFLATION IS HIGH. CUT YOUR BUDGET, DONT ADD TO IT. What is the Mission Statement for this library? What do you see as your top 5 priorities for the next 5 years? Focus on thaat. You are NOT the education dept of the city or state, for which i'm already paying 59% of my taxes. The Library currently meets all of my needs. However, I recognize Novi is a large community with a diverse population that has a lot of different interests and needs. I would not like to see the library get into reducing or eliminating services. Sensitivity towards all people... as people, not data and marketing or political ploys! Oh vey! Remain fee free, it greatly improves access Nicer staffer. I've only been their twice and they were off-putting not welcoming. Missing: some of your suggestions are turning the library into a social center. Many items should be done through schools or clubs or churches or community centers. A library should remain a library - a quiet place to go for adults, students, seniors to read and learn. Be careful turning Novi into a social center. We've all seen what happens to Library's who try this Library shpuld not be a place for homework help - it should at the school. The library should not be a place for highschool "aftercare" - that should also be at the school. There should be NO place for videogames at the library. And entertainment - even for little kids should not be out in the open. It should be in a place where it does not disturb others. We don't need movies, entertainment, health, crafts or "babysitting" for any age at the library. This should be at the civic center or someplace else. The library should focus on literacy and technology. Downtown Farmington Library does it best. Little kids downstairs inthe basement where they don't disturb others and the whole rest of the library is quiet space - as it should be! Library is not a day care or teen center; sadly parents like to drop their kids off and this should not be the role of the library. Stick to books; historical resources; different types of media but the core of what a library is. Stop trying to be day care; or politically motivated brain center. Less wokeness. Library and community should be open to all, regardless of opinion, race, gender, etc. Don't continue to promote the pendulum swing too far... Lakeshore was a great idea... but it's so limited in selection as to be an amusement more than a tool. Lakeshore is pointless Kids programs are lacking. Just regular hours, lots of good books and more book reviews or staff recommendations. There is little emphasis on highlighting great books. Personally, I would love to see less of all the other stuff and just a focus on great books for kids, teens, and adults. Just a comment here. iPads and laptops should be checked out and for use in the library during business hours only with parental supervision. Not sitting out as first-come-first-serve. A less detailed survey. Setup is overwhelming.

Facilities	Library Services
Love the fireplace and outdoor space.	Senior citizens would utilize mail services.
More affordable meeting space in	Would like to see Novi Seniors be able to order books or media online and be able to receive/return them via mail.
The drive-through window is not easy to use. One must partially exit the vehicle to reach the conveyor belt. Is there a better way to manage that?	Would like to be able to return Lakeshore books to other libraries
the kiosk at Lakeshore is nice, and nice for NPL presence to expand, but I don't think I would ever use it because its offerings are so limited, and the home branch has so much to offer. Seems inadequate and wasteful, but if the experts at the library think it helps the community, I hope they are correct.	It is still important to have books available and to have technology available to those who cannot afford their own internet or or technology items training or education lectured that do not require physical engagement and special equipment must be offered in hybrid setting, eg concurrently through zoom, there should be at least one room with adequate audio/video setup to provide online lecture.
We would love to see a more engaging childrens play area similar to Salem-South Lyon Library	more comfortable seating for lounging. Not necessarily study spaces but for reading and hanging out
With the world turning to technology and zoom meetings the need for physical rooms is not as vital.	The Local History Room should be dual-purposed with Genealogical Resources and education. It is a sizable space that appears to be (significantly ?) underutilized and Novi is not supported by a genealogical education & research group.
Seating in the used book room! Put DVDs back in their old location.	Sell US postal stamps at main desk.
Private access to shredders for small amounts of paper (ex. folder full of paper	Reduce as many barriers as possible to accessing the collections. Also, just because I don't use the services personally, I still feel they are extremely valuable to the community so outreach needs to be a priority.
Please separate the digital equipment from the book shelves so that younger children get to spend more time with books rather playing with the gadgets. Love of books cannot be honed while digital equipment are distracting the children.	Note: the items above marked as "Don't Need" have been rated as such because they are more appropriately located in Novi's community services through the community center rather than the library.
Please expand kids area including play area. It will be easier for us to make friends in the community.	Native seed library / vegetable seed library / gardening resources
Need a traffic light at the parking lot entrance or the ability to make it down to the light at the Civic Center.	Tutoring
More varied spaces for young children and teens. The teens are taking over the library in noise, cleanliness, comfort(theys hang out and use profanity), and space.	More Read Boxes at Novi Parks.
More space is needed. Lots of novi kids come to the library after school and space is always so hard to find!	May be bus students from all schools for one place for latch key after school (similar to kindercare).
More space for students. More hours for coffee. Please and thank you, I love the library!	Have kiosks or desk from various community group such as Chinese, asian Indian, Japanese so folks from those countries can connect with community when they arrive new including places to live/rent/religious places
More SMALL group meeting or work spaces	It would be nice if study rooms could be reserved in advance and larger meeting rooms were available free of charge.
More items in children's play area, like a built in for exploring.	It would cool if the Library could "publish" works written by local authors. This could encourage children or teenagers to write their own stories, as well as read stories from people in the community. Ann Arbor District Library has something called the Fifth Avenue Press which does this.
Larger parking lot	Ability to pick up and return materials at Lakeshore kiosk
Improved play space for young kids	Ability to place books on hold and pickup/dropoff at the Lakeshore location.
Improve the outdoor areas.	About Lakeshore, I've been able to return books but alerted that the system is down when trying to borrow...a couple of times.
Ideally more computers and private rooms with computer/monitor.	Access to more online genealogy databases & materials from home. Could consider a separate subscription & nominal fee.
a gallery space?	All electronic books/media should be able to be checked out from home, never having to go to the library.
A fireplace and comfortable reading area. Sometimes the library feels quite sterile and cold.	Access to books and other library materials for the disabled or Novi residents who are not able to physically get to the library.
after hours book drop off	Board games
Children's area is lacking compared to many other libraries. Just send to have the bare minimum.	Free Access to online courses on Udemy
Bring back the use of the lockers for checking out items during non business hours.	Delivery & pick-up service for Novi senior residences and retirement communities. Material could be ordered online , perhaps thru the "hold" program.
Drive up return slot sometimes too full	Delivery & pick-up service for Novi senior residences and retirement communities. Material could be ordered online , perhaps thru the "hold" program.
Eating and drinking restaruant Starbucks should be one more	Then perhaps once or twice a week, a staff person could deliver and pick material which would be at some central location in the senior community....likely in the residence's library. I think this would be a great service for a lot of Novi citizens & taxpayers.
Entrance to parking lot is very dangerous and is a reason that I do not use the library. I'd like to access from Taft road.	
Expanded cafe hours and options to help spending more time at the library easy.	
Food trucks and expand cafe with full eating area.	
Easier limited contact pick-up... even the lockers can be a struggle for people with mobility issues.	
I love the electric charges, having a few more would be wonderful	
I wonder if there is greater demand/need for more private study rooms/work spaces?	
I would like to see the new book area spread made bigger so when you are looking at books you have more room. The way it is now if more than one person is in an area there is barely room for another person.	
Marketing/Awareness	Technology
Monthly list of new books added to catalog.	I would like NPL to have the services of MEL like Grosse Pointe has, from which I moved and was used to having.
Would love more publicity and understanding of iCube and if we need an appointment to use. Is more staffing needed?	Some of the programs on the computers of kids area is really old. Would be excellent if updated.
send out a monthly 1 pg infographic (via mail) to novi residents about what's happening/available at the library. infographic should include QR code that links to the same infographic in different languages	We need a mobile app to replace the one which was retired.
Need a rock solid referral service (eg. MCAT) for access to less frequently used materials. Make MCAT easier to find and use on website	User friendly library app
More promotion of the NPL At Home program at facilities for seniors, bisually impaired or medically impaired residents.	Online calendar for classes, eg, email books (online) or other events
More awareness of the opportunities available in the ICube! I love that service, and I feel it could be better communicated to students at Novi High.	I'd like to see phone communications done by ZOOM, Skype or face time a library app that works!
Better presence beyond the physical library building. Suggest physical bulletin boards "outposts/signposts" in shopping areas/schools/medical buildings/parks to display library info and community programs.	Easy to pay fax machine.
I don't understand how to utilize the Lakeshore lending library. Is it targeted for people visiting the beach who want a book? I live very close, I wish I could pick up holds there, or drop off, I'm just not sure how to use it, other than browsing what is on hand.	Electronic checkout system for bookclubs

Programs/Events-General	Love Library/Staff
More Author discussions	Love all the programs offered.
More author visits	Love lakeshore!
Writing classes would be fabulous	Our Novi library is awesome.
workshops on art, art history, architecture, old and new creative hobbies, highlight local artists with their art, information on new technology for hobbies, more access to international films and books, international film showings, lectures on different topics and hobbies, lectures from authors, book fairs with highlighted authors fax machine and other business services, Novi library is very narrow minded.	You are already an excellent library...can't think of anything...raise staff salaries and wages!!!
The library is a bit technology centric -- a better balance between technology driven programmes on the one hand, and arts and sciences on the other (arts & crafts, art history, astronomy & cosmology, general science, physics, mathematics, climate science, biology, ecology, history, geography, etc.) would be nice.	The library offers everything I need so it's actually tough for me to imagine what else is needed. I'm sure someone could mention something that's a good idea to add, but personally, right now, the library offers many things and I'm satisfied with what's offered now while remaining open to additional offerings in the future. Best research center in the community
Teach children and adults how to read programs	Regards to Lakeshore Lending Library - love it
Talks by authors and other guest speakers, cultural activities	My view of the NOVI library is that serves as BOTH the community lending library AND community center - two essential functions interwoven into one facility and staff. Missing? to add? I am impressed by the extent of offerings available as is.
Regular : How to use the library programs (all ages), as very few patrons seem to engage with staff beyond book check in and checkout.	It's amazing how much you offer - I thank libraries are wonderful in how much they do for community members and ours, in particular, provides an incredible amount of service. I imagine the staff knows what is requested most and trust they do their job to accommodate what our community needs. I have no idea if STEM, ELL or job search materials are most needed but I bet the staff does!
Programs for Adults with disabilities. There was a story time at one point but even having a monthly daytime movie event. It would need to be a movie geared to younger ages like a Disney movie that could be for all ages. The actual adult movies are not something my son would be interested in.	I believe that Novi Public Library has a good balance of services and resources for the community.
Music	I enjoy all of your services. I don't necessarily use them on a consistent basis, but when I want them, I appreciate them being there.
Music events on Sunday for families.	I enjoy all your cultural programs. Gail does an awesome job and I enjoy Makerspace with Mary and Dominic. They are awesome too. ☺
More classes offered for adults. Provide information to folks on library resources and how to use them.	I love all of the services the library provides to the community, even the ones that I personally may have listed as "nice to have".
more adult enrichment events: art classes, discussion groups, etc.	I LOVE that the library offers all of these services and even though some of these aren't "critical" services, they all play a part in making the library a more well-rounded library that is highly desirable to go to.
More "learn how to" one time meetings. Such as photoshop, knitting, resume writing, etc	I love the services that the library offers and feel very lucky to be able to access the Novi public library
Maybe a program about the environment to raise awareness, and conventions.	I think you're doing an excellent job.
Language programs for the foreign community.	I think the library does such a good job of connecting all community members. I think offering the classes, discussions, etc bring people together.
Art lectures	I wouldn't cut out any of these. I don't use them all but it's great that others have access.
Book club room to visit to pick books for the year- with updated books available in electronic format	
Do you still have the once-a-month French language conversation group? I haven't seen it in a while.	
Greater variety of adult programs. One example: monthly open-mic in one of the meeting rooms.	
Cultural programs, discussions, series appropriate for older active adults.	
I would like to see craft groups, such as knitting/crochet. I don't see anything like that on the calendar. An evening group would be nice. There are no yarn stores in Novi, so I feel that it's an activity our community is lacking. The senior center offers a group, but it is for older adults, and during the day.	
I really enjoyed the music performances, summer on patio and Sphinx competitors. I love the author talks and book signings. I hope to see the foreign language conversation groups return (French, German).	
I would like to see more promotion for language speaking courses, writing groups, and ways to make money.	
Programs/Events-Youth/Families	Collections-Library of Things
We need to have music at the library for families on Sunday more often.	Tools to check out would be especially awesome!
more virtual access for young children - can be difficult to get to the library to participate in the young children's activities during the day.	tool lending service, cds lending, Music sections, musical instruments, Lending library for winter sporting activities such as sledding, cross-country skiing, skating, etc.
More youth events, if children value / enjoy library from young age then it will be requested /continue to be part of their future. More craft events or hands on?	Baking pans for borrowing
More Toddler and Kids events. There was a fall activity event including raking, market, sensory bin. This was great! More events like this would be wonderful!	
Maybe singing, painting, classes for toddlers and kids?	
More storytimes for young children	
More programs for early elementary age	
More story time options. I haven't been able to bring my child for years (COVID aside) due to scheduling conflicts for the age group	
More art and teen type materials we are losing them to their phones.	
Language programs for the foreign community.	
a sign up for a small group of youth book club where a book is selected and depending on age have it read and then go over some activities related to the book	
I would like to see more programs for kids - sketching, drawing, knitting , chess , Rubik's cube, learning international and English language, public speaking, debate, quiz etc. These weekly workshop/sessions will be a great way to develop their fine motor control and give kids exposure to activities. Everyone can not afford to go to private classes. As a parent I would definitely like to see some activities which will be helpful for kids to develop a strong personality from childhood.	
Outreach /Partnerships	Operations
	Better weekend and evening hours.
	Expanded hours on the weekends. Open earlier and open later.
	FYI, in the previous section regarding access times I would prefer 6PM to 9PM most days. That was not a choice.
Programs/Events-Technology	
	Tech instruction one -on - one or by topic for 2 students at a time.

Q11 Do you or anyone from your immediate family attend programs at the Novi Public Library? Please check all that apply.

Answered: 1,639 Skipped: 559



ANSWER CHOICES	RESPONSES	
No, we don't attend any programs. If no, why not?	47%	776
Yes, adult programs	33%	536
Yes, children's programs	22%	367
Yes, older adult programs	13%	219
Yes, multi-generational programs	9%	144
Yes, teen programs	7%	117
Total Respondents: 1,639		

NO, WE DON'T ATTEND ANY PROGRAMS. IF NO, WHY NOT?

Content

Topics

the graphic sexual and homosexual books for children & teens that are available are inappropriate and foster an unsafe environment as well as being harmful to their innocence.

Nothing that we are interested in. Interest of rc cars, IT audit, car culture, cycling not represented in programs.

I also don't think there would be programs we would be interested in as adults (close to retirement).

Most are not geared for my son's abilities. The ones that are limited to kids in that age group. So like the grab and go crafts are only for elementary age kids but my adult son with disabilities would enjoy doing those.

being an adult I don't see anything for me

adult programs are minimal

i have not seen anything of relevance in terms of program content. (3)

I would like to see a film night

I would like to attend programs but none match my interests or needs

I have not seen things that interest me as I'm a middle aged, working adult with no children.

I have not seen anything that has taken my interest at a time I was available.

I have only attended one Historical Society presentation. It was the Novi Special presentation held at the Civic Center after the race car was moved out of the library. There haven't been any other programs of interest to me.

I haven't seen any adult programs available after work (i.e., after 5 pm) that are interesting to me.

I don't attend because of the sexually explicit content aimed at young people, and general LGBT themes and ideologies of the Novi library.

Haven't found anything of interest that I can find somewhere else.

Children's programs not good

Did not find one meet our need.(3)

Didn't find topics of interest (21)

Only the summer reading book club, but again, not much of a traditional, non-woke selection of NPL

Our Bookclub would attend author presentations if the book is a current Bookclub read and we knew about the presentation

The masterpiece Mondays were great, but no longer available

The kids don't seem drawn into the type of programs offered

Would like to see free classes offered on how to use the library's resources. 3D printing is neat but no clue how to use the software to design things despite the info on the library website.

Would like to join a book club, but have not gotten the chance to do so. Looking for a book club for younger audiences (e.g. 20-30)

we like the multi-cultural programs

We like to attend online programs.

We loved storytime indoors before the pandemic. Now we prefer the outdoor events on the patio and would like to see more of them for children of various ages. My kids are 2-years-old and 4-years-old.

Haven't seen anything we've been interested in / able to attend.

Haven't heard of any that we want to attend

Have not seen one of particular interest or may have had schedule conflicts.

Have not come across any of interest or with convenient timing.

Bring in sec. of state & county people in more often to save citizens travel problems & long wait times.

Age groups don't fit our family or program material does not fit with our interests

Tried but Full/Sign-up Required

program is full

Limited Available slots, no communication as soon as they are available to be booked.

Limited registration at times, good ones go fast! Not many of interest for seniors, only my opinion.

We want to register for the children/teen programs, but the ones we want are always booked. They are also often rescheduled or canceled.

programs filled.

Adult programs need to cater to a more variety of people
don't apply to me (5)

No programs we need or enjoy

Nothing I'm aware of that interests me.

Nothing interesting, No interesting authors

Nothing is particularly interesting or necessary for me at this time, personally.
Prefer to learn from other places.

Nothing of interest and attend most things online. The library is beneficial for online/virtual use only.

Nothing of interest at the moment but do plan to in the future.

Nothing of interest to me or my teens

Nothing we are interested in attending
nothing yet appeals

Once in a while I have attended programs but in general they don't interest me

No interesting current author presentations

No interested programs to attend

no suitable ones

Not appealing

Usually the programs are not of interest to me personally, although I see the value for the community.

There is no program that can match our necessities.

There haven't been any adult programs I've been interested in

Rarely find any of interest/relevance

Public programs have to serve a wide area of interests, making it less appealing to the individual.

Programs aren't of sufficient interest to justify the inconvenience of driving to the library.

Nothing that my kids are interested

Not many programs to choose from these days. We did attend dance classes prior to COVID. Fun!

Never really found anything that compelling to attend.

haven't seen particular programs that interest me.

the few programs that I have noticed have not been of particular interest.

Some of programs not relevant to me or my life.

Not necessarily interested in the ones I find out about.

Not applicable

Not applicable due to age and occupation

Children Programs

Scheduled Times

Don't work for our schedule. (7)

Usually there is a time conflict. (6)

Times are not convenient. Summer programming would be great, but seems like that's when programs slow down.

Limited time (3)

Days or timings don't match

Time of day/ day of the week doesn't work for my family. It would be nice if kid's programs had some variety of day of the week so if you work Mondays, for example, you don't miss EVERY storytime.

The children program are not available when I need them at this time

inconvenient times (6)

My kids are over 5, so are in school during the week.

Other programs of interest tend to happen during the work week and those that happen when we're available during evenings and weekends aren't of interest (ex. no board game group).

couldn't fit in schedule on interested topics

Physical time constraints. Would like option for 'virtual' content, download video recording 'on demand' as signing up for same time each week is hard for majority of age groups.

We have wanted to, but the timing hasn't worked out for us. They seem to generally be in the early afternoon and a little later might be more helpful. The craft kits for kids are adorable but by the time I learn about them, they're already booked up. It might be nice if there were a little more availability.

Have not found schedule that works

have not explored enough. sometimes timings don't match. also lack of online attending options. it would be nice to have an online calendar for all events such that it could be added to Google calendar or similar. easier to keep track of what's happening.

Children program needed during summer between 8-10am or else on the weekends during the school year.

We have not as of now, but would be open to it if the right one fit to our schedule

Too Busy	Not Interested/Don't attend programs
Busy (78)	Not interested (10) no interest at this time of my life (kids out of school, pre-retirement). I can see this need changing as I age in the community.
I have been too busy with work recently, but I am open to looking more when work lightens up. Just do not have the time, but would like to! No time, only Chess tournaments we attend Thought about it often but haven't had the time. Too busy. Just want to check out books to read at home. Too busy and not a priority currently; I anticipate attending adult programs when I retire in a few years.	no interest in programs or time of day of programs No interest or timing doesn't work. No need. (30) no need to - available at Fox Run. No no interest for myself
Typically have a full schedule with work and other community activities Time now. When my kids where little we went to the weekly story time programs. Time and availability There isn't much time to attend at the moment. Our family schedules are so busy with three children in school and extracurriculars, so we come to the library to get books, study, or spend a little time playing. We feel really scheduled-in in other areas of our lives so it's nice not to also have scheduled programs to attend, and to instead focus on reading as a pleasure and an escape from the busyness.	It is not our need AT THIS TIME. Do not attend. (7) Haven't looked into them Haven't checked out programs as yet Haven't attended recently. never used them My household does not, but I know that other family members of mine occasionally take advantage of these programs. I think its great that different programs are available!!!
Other priorities Not currently. We have teen kids who are busy with sports. My husband has been sick and I've spent a lot of time caring for him. It's my goal to find some things that fit my schedule this year. I work during the day so sometimes it just doesn't work with my schedule. I often do not have time for programs or I have no pick up I haven't had the time to attend programs even though I am interested in the adult programs. Husband and I are busy with consulting practices, so no time. Children are grown and out of the house. Hope to in retirement Engaged with other activities and work Have very young children and don't need it yet. Also don't have time. Caring for my 93 year old mother gives me limited activities outside home Did not have free time in the past but may participate going forward Hard to make time. Interesting program offered! I like the variety of programs offered at the library, but I have not had a need for any one particular program at the moment (just me), or I have not had time to schedule something in. The first part of my statement holds more weight. I never think about it with a busy work schedule and also most of my access is digital these days. I also live with a senior citizen who can't see well enough to read. I work full time and have a hard time fitting it into my schedule but I want to attend Not really part of our schedule They don't always apply and we're just really busy, full time work, family commitments, etc We are busy with kids' activities but we would certainly attend programs that interested us. We are busy with sports and religious education after school. Would like to but we have limited time right now. Would like to be able attend more children program We're busy with school activities. We do use the makerspace often. The library is not close to us. We're up by lakeshore park. Weekly travel We use the books, but with kids in sports, don't find time to add activities. We used to - but the rest of our schedules are too busy to do much more. We just haven't gotten around to it yet! Sometimes due to scheduling (with full-time work during the day), but we plan to start attending children's programs soon. been busy would like to in the future, adult help new technology Both my parents work full time jobs, and I have college classes as well as a part time job so none of us really have the time :(At this moment, do not have time; but would like to in the near future; especially, children's programs	It's just me & I haven't attended an adult program yet! I just haven't had that pressing of a need to use them, but I could in the future. I am not interested at this time. Haven't seen notice of any that appeal to me. Haven't thought about doing so. Currently we dont have any requirements Don't think about it to be honest. Don't use library often I don't use the physical library Not currently not looking for any programs Not looking for programs Not needed at this time in our life We are empty nesters and haven't had a need or desire to visit the library. We should investigate reasons to visit. we are not in need of any programs We have not had use for programs We have not found a need for them We have never felt the need for these programs. We don't have the need or time at this point in our lives. We tend not to think of it, not be interested, or don't have time. We haven't needed the Library to provide us programs on topics usually attend library for other reasons Haven't really had interest but that may change New to Community just moved and havent really paid attention to what is offered Just moved here and are still getting situated Haven't been in Novi long enough to be familiar with this service Just moved to Novi (3) Just moved to Novi from other library but hope your programs are in a separate area of the library not to interfere with adults and students studying or reading I'm new to the area and my family lives elsewhere. Moved here 1 year ago - not aware of all the offerings Moved here recently. Interested in beginning to attend. New resident. Haven't had time. Newer to community and need to come in. No, not yet. We are new to the community. Still unpacking boxes from moving across country.

Awareness

unaware of the different types of programs (66)
I don't generally know what's going on at the library.(2)
I rarely know what they are in advance
I was not aware of programs. I will look into teen and older adult programs, if any.
I'm not aware of all of the programs and which ones would be a benefit to me
Lack of knowledge on where to find the information
Not aware of schedule (2)
No information about any programming. Usually only very limited programming from I have experienced. No information given by email.
Not advertised enough
Not aware enough of events, hard to coordinate with 4 kids
not aware of the available programs. Will check them out.
Not aware of what Adult programs are going on and when.
Not enough info online about programs
not clear what programs are available nor the time of it would work for busy working adults and school going kids
Too much trouble to seek out offerings
Unaware or don't take time to enjoy.
We are not aware of them. It does not cross my mind that you have programs to offer.
We have not had much information on what is offered
We have the fix idea that library is for books.. so we never even try for looking at activities
We rarely hear about any programs.
Not sure what's offered for adults that interest me.
Actually I don't have visibility into all the programs offered by the library
Not awake or not suitable
No information about any programming. Usually only very limited programming from I have experienced. No information given by email.
no communication via email on the programs happening in library.
Need more awareness to early childhood programs
My husband and I are empty nesters and aren't aware of the programs at the library.
Kids (tween and teen) are busy with other activities.. They rarely ask about Library programs. This could be a marketing issue.
not enough information about what programs are held.
No interest I guess or not aware of the programs available.
I think my in-laws from China might attend if they knew more that was out there.
They speak mandarin like many of my neighbors.
I love the library but haven't kept up with all the programs. In the past, I have attended the book club and Spanish language meetings.
I have yet to look into what programs are currently available
I haven't paid attention to enough programs to find something I'd like
I haven't really looked closely at the list of library programs recently.
I have not recently been aware of any programs that I would like to attend at this time.
I guess we the members should be emailed when a teen or any activity is there
I don't take the time to make myself aware of the available programs.
I don't get a calendar of programs.
I am bad at keeping up with the event calender (oops)

COVID

Not since COVID
Still practicing covid distancing
Still covid cautious. Would love a community sing
COVID
COVID conscious
Covid fears
Covid squelched desire to attend
Just have not, yet. Waiting for Covid to subside.
I've been concerned about Covid and other illnesses; I've limited my exposure to the best of my ability.

Honestly, we forgot.

Haven't paid attention to programs available
Haven't looked into it.
Haven't seen schedule of events
Haven't looked at 2023 catalog yet.
Haven't been aware of programs and a couple that we knew weren't of interest.
Don't receive information.
don't really hear about them. We would possibly attend author discussions
Dont really know what the library offers
Don't usually see what programs are available None have been of interest yet.
don't know enough about it and children are older
Don't know when most activities are going on.
Don't get time to visit website to see the offered programs. A weekly or biweekly reminder email with list of classes will be very helpful.
Didn't really know what's happening.
Didn't get much information about the programs
Don't quite know where to access the information
Don't think to check with the programs offered there.
Either awareness or interest in topic
I am unaware of what is offered, but it is only because I have not looked into it. As I retire I might be more interested. It would be good to have meetings for retired people to know where there is a need to volunteer. My husband just retired last month and he needs something to do!
I didnt watch for one... seems like a good idea. Will findout more.
I dont see any information on them other than some of the clubs. Would be interested in weekend adult programs
I get excited when I visit the library to see what is happening, but, out of sight, out of mind! I get some emails, but I really don't get information on current library events. There must be a communication avenue I am not tapped into.
No clear pathway as a "new user". Time is always a consideration for in-person programs. Virtual programs or 'on-demand' recordings would be useful entry point.
Not in the habit. I intend to change that. More publicity would help?
Not sure what is available. More children programs such as language classes, please!
Not sure where to find info on the programs
We want start. Is there an online link with a list of programming
We don't really know of them. We are a family of two adults, and my understanding is that majority of the programs and for children/teen and older adults.
We either are unaware or working during the programs.
We have attended adult and children's programs in the past, but it's hard to keep track of when they occur even when I am interested in attending. Is there a Google calendar that I can add with library programs?
Usually don't hear of them. Maybe more in Engage, e Engage or The Six?
Haven't been aware of programs and a couple that we knew weren't of interest.
Have not been to library yet to see what relevant programs are available for me. I forgot about them.
Never really looked at my available options.
Just don't think about it

Use Other Options

That is why we have ENGAGE and a Community Center. This is a Library for reading.
our resources elsewhere, but open to something i'm interested in
we can find much of the info online
Live at Fox Run which has its own programs
I'm very busy at Fox Run
I know there are good things but we have over 70 clubs & activities at Fox Run
Fox Run has as much programming as I can handle at my age.
Get those services from Community Ed and Parks
Able to download what I need electronically
use Kindles for all our books.
I attend Matt Watroba's community sings at the Farmington library but we don't have them
Prefer information from books or online resources.
We are Farmington Hills residents and generally attend programmes in our local library system.
We are members of other non-profit organizations
We participate in Novi Parks and Community Ed
Use Northvilll
Attend programs @ Novi senior center instead.

Have Attended in Past

Not at the moment, but when the kids were little we attended story time and once they're teenagers, they plan to attend teen programs.
No current need for the programs offered. When the children were very young, we did appreciate some of those programs.
I used to attend more programs when my kids were little.
i used to but haven't recently
I haven't thought to do so, but a couple years ago did attend a session in retirement.
I have attended author book discussions when the book or topic is of interest to me.
I have attended some summer music. I look forward to finding other programs to try.
I have attended, and will attend, current event type presentations and discussions of other relevant issues - like "Beck to the Future."

Have attended author talks.
I would like to attend adult to older adult programs. We have attended technology programs in the past.
Not sure what you mean by programs. We used to very often attend the musical concerts.
Should be YES we have attended a few that have been offered.
Some but very few.

We are now empty nesters so don't utilize the library as much as we did in the past. But my children grew up going to the library a LOT...loved story time for toddlers, checking out children's books (and DVDs back in the day) the summer reading programs etc. My children didn't take advantage of the teen space but I think it is awesome and critical. And I love the coffee shop. These days I am usually there to meet with other adults for non-for-profit work, or occasionally to check out a book.

Whenever my kids and grandkids are here from Germany, we always attend some of the library's programs.

When my children were young, we were there at all of the young child activities. When kids were younger the moms group met at the library monthly and we attended every beloved story hour. The kid loved the summer reading, attended a few movies, and crafts, and enjoyed the music. But as kid got older, aged out of programs by middle school and hard to know what's available unless you go insite

We went to one summer concert which was excellent. Would like to go to Spanish conversation club programs but we are usually busy with outside activities.

We were at the library all the time when our children were younger.

We used to attend and we attended when things were outside and people were masked but we no longer feel safe.

We used to attend when are children were younger but not have not attended recently

We used to come to story time but my grandchildren are now in school

We used to do the children's programs but don't do since kids grew up.

We used to paraticipate in the summer reading program when our kids were younger. We forgot prpgams are available.

We used to. And plan on in the near future Since I am recently retired

We attended a great deal of children's programs when are kids were growing up. but don't hear much about the adult or older adult programming

We attended children ones but now kids are grown. Haven't had interest in the adult ones

We attended children's programs when children were small.

We attended more programs when we had younger children. The best thing that was most helpful was the summer reading programs.

We have attended but not regularly

We have attended children's programs and adult programs in the past. Just not currently attending anything.

We have attended in the past, but current programs have not appealed to us.

We use electronics to read our library books. However when our children were young the in-person library/borrowing books/participating in book programs was very important to us.

Use to. Will again.

Used to attend children's programs but dont have any interest in the adult or teen programs so far.

Used to attend children's programs when kids were young

Used to attend. Not anymore

Used to do story time

Used to when my kids were younger

Haven't attended any programs in a long while

Attended programs when our children were younger. Have considered author presentations, etc but usually we are busy and do not attend.

Attended story time when kids were little

Aged out of children's programs. Would love to see more teen programs in creative technology (videos). Adult programs are usually on weeknights or days - I am a full time working mom.

No Reason/Not yet

No reason (12)

None

No good answer because the offerings seem valuable.

Just never have (6)

Just haven't taken the opportunities offered.

Just haven't made time.(2)

just haven't made the time, but we really appreciate our local library having

programs that cater to all individuals in Novi

Just don't get around to it

Dont feel the need or none that apply.

Not really a good reason. I should be more informed on events and attend.

Maybe will make an attempt to do more about that.

Not thought about it.

Not yet (2)

So far, haven't needed any of the library programs.

There is not need at this point in my life.

We are planning to

You provide a wealth of information and programs. It is pure laziness that would prevent me from using them.

We haven't attended yet and have no children

We always think they're nice offerings, but we usually never get around to going. I am retired with grown children. I would use the library during a story time hour with my grandchild.

Have not taken the time to intentionally explore/discover what is available

Haven't checked out. Would be great to do via zoom or other online way!

Have not had the need or time to yet.

Have not have had a need to use available programs. Know theY are available in lib magazine promoted month before event and get forgotten

Have not needed to or been able to

Have not attended yet, but plan to in the future

no comment (3)

N/A (26)

Not sure (6)

Not sure why

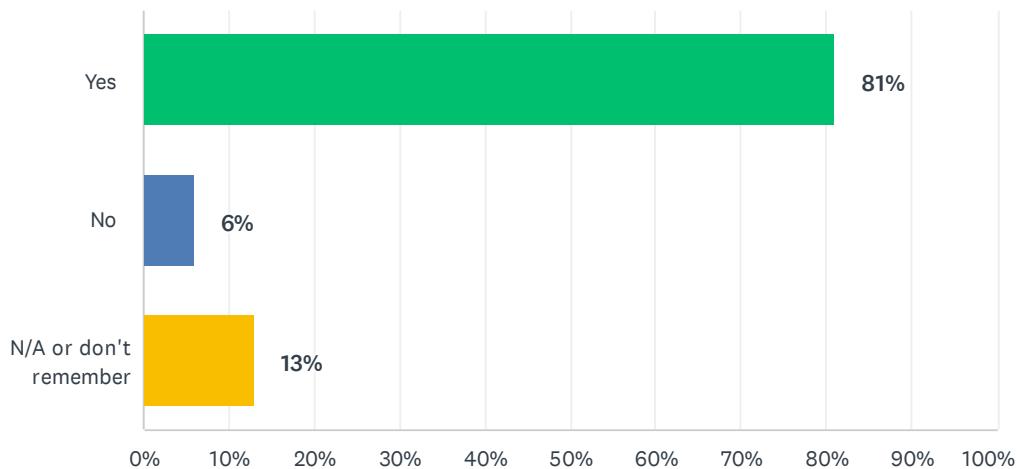
No (5)

No Kids/Kids Grown	Location/Transportation
Once we have grandkids, I will be interested in children's programs, as I was when my children were young.	too far away
My kids graduates already from HS	Too far
My son is in college and he uses a lot of resources on campus	transportation
Kids are older	There is no city transportation in the evening or on weekends for people who cannot drive.
Kids are older now and in college	Inconvenient location.
Kids are too young	no PUBLIC transportation
Kids did when they were young, but now grown	Not able to have physical presence to attend. I haven't any family in the area unless my friends can attend I'm not able
Kids too old. I've been to a few school book club maths but that's not an option.	Most live closer to other libraries
Kids used to, but have grown up, and moved away.	Live too far away
Kids aged out	location is not convenient
Kids aged out	Library is too far.
Kids are grown and we haven't attended any programs recently.	My older son would like to attend the after school sessions, but we work and there is no transportation from the middle school.
Kids are grown up now, and being an adult I don't see anything for me	I don't feel like there are programs accessible to my younger child with physical and cognitive disabilities.
Just never thought of it. Our children are grown and we don't use the library as often as we used to.	Inconvenient location for us so just typically don't consider
We used to attend storytime but children have aged out	I usually go to the Wixom library en use it is closer to my house.
No children at home and I work full time	I am at Rose Senior living resident, "far" from the home in Ann Arbor, for which I paid.
No children at home and no time	Do not drive
No children	The Novi library is not located in a convenient location for me,,, it is out of the way ,,,, but I have really been wanting to get involved with the adult reading program
No children	We are closer to the Northville branch.
I work full time and kids are grown	We typically attend classes at Northville library. We live closer to Northville and we receive the Nortville library magazine. I can honestly say I don't recall seeing on specifically from Novi. Maybe the information is part of Novi's Engage magazine. Maybe have a stand alone magazine with all Novi classes st the library would be good.
I love the programs offered but have no kids and am not over 55. Very happy that you offer those though as someday we will use the Over 55--I wish my parents and in-laws lived in Novi and had access to this. The library is amazing, we love it and I love reading through all the offerings.) Don't Live Here
I attended children's programs when my son was little, but we didn't continue as he got older. I'm very active in my local church, but if I didn't have that, maybe I'd look to the library for more social activities.	Not in the area any longer
For the most part, my kids are older.	We live too far away.
Children are grown and gone.	We no longer live in Novi.
Children have graduated and moved on.	Live in other cities.
Grown up's have moved out	I work in Novi but live in another area and use my local library for those services.
Grown-up kids	Do not live in area
I don't have kids and I work alot	I don't live in the City of Novi but work there. I utilize the library for work.
I was very involved in novi library when my children were growing up and now they are in 30s and moved away, i no longer use it. I am planning to start again. Would be nice to have a kids play area in the library for toddlers. i am not sure if that already exist as i have not stopped by in some years now...	We don't live near Novi
Really want to, but other obligations and limited free time	Attend programs
Child is in college	I enjoy the programs. They give me access to a wide variety of information and training that I greatly appreciate. I find the services readily available and free, which is a great advantage
Children are grown	We attend as many children programs as possible I would love to attend an adult program just never have
Children are grown and careers that are very time consuming.	We do attend informational programs but need more real life programs for financial planning, Budgeting , Social security, Medicare , Medi Gap, long term insurance etc.
son now at university	We haven't because of covid concerns the last couple of years, but I am beginning to sign up for child programs and multi-generational programs. I may sign up for adult programs, too, should I happen upon something of interest that I can attend in my free time.
No family	Always attend these.
Children program	
Accessibility	
Nighttime programs are not accessible for me.	
my youngest child is disabled, and would have benefited from modified programming that allowed for older children to attend.	
Access	
81 and 83 years old, unable to get around	
Or interested lousy parking hard to make left hand turns out of driceway	
Current living displacement	
Don't drive at night and find parking lot difficult to navigate (tight spaces and somewhat aggressive quick moving patrons).	
Due to age	
I am not currently mobile.	
I am in my 92nd year!!	
We're older and try not to drive at night.	
Cannot drive at night.	

Other	Good question hassle
Strictly use the library as a source for books right now	I do not have other family member in my household.
Teen doesn't know anyone	I don't have family living in Michigan
Social anxiety	I don't go there much anymore since the library became a teen center and it's loud. I don't feel that it's a space for everyone and don't feel welcome. But I did attend the Sunday DSO music there. That too could be at the civic center or elsewhere so more people could attend - the room was small for that.
Recently retired	I have no comment
don't know what I need yet	I look forward to attending programs in the future.
Programs are a very important part of the library's service to the community. I would not like to see the programming reduced.	I only check books out
People look at me like I have 2 heads.	I only go to used book room at the library
Pandemic. More virtual access would be nice to have	I only use the library for a specific time and specific use
our primary interest is in written material	I only use the library for work/wifi
Not relevant	I probably will in the future
We are elderly so do not usually go to things at night	not your job
Not a priority	Only subdivision meetings
Not a priority but would if interesting topic	Only use library for checking out books and buying used books
My son has special needs, I am his caregiver. My daughter does the summer reading program.	The library always feels too crowded when I'm there. I tried tutoring there but there wasn't space available to meet with a student. There should be meeting room sign outs for one hour at a time. There's little kids running around unsupervised and people that appear to be 'camping out' for hours...
looking into senior programs	This year we're too I'll to attend
mail today program. Use mail program	Whole family
More vacation information would also be helpful.	We have not been attending due to Covid
Lazy?	We haven't recently due to health reasons but hope to in the future. (adult, children and teen)
Just study	College
Just use the library to check out books.	Because they cater to all of our out of country community.
Introvert	Because we appreciate a 'library' in the very historic sense of what it's known for and to be.
Need to review adult programs for opportunities	I'm a volunteer-Tail Waggin Tutors
My son is still quite young. We hope to participate as he grows older.	
My current personal circumstances preclude regular library visits, and I am able to access most of the information I need via the internet.	
just check out books. Thought about some adult programs but haven't yet attended.	
It's a good place for younger kids/todlers	
It is unreasonable to think that I can't continue the survey without telling you why I don't go to your programs.	
It'd be nice to have stress-relief programs in art form—like card making, or just... intellectual crafts that make you proud of your accomplishment.	
Initially tried attending one of the language conversation groups on Zoom but did not go back due to Zoom fatigue and lack of conversation time with native speakers.	
Immunity issues prevent me from being with larger groups right now.	
I'm primarily an online visitor	
I think my in-laws from China might attend if they knew more that was out there.	
They speak mandarin like many of my neighbors.	
I just check out books and magazines, since Covid. I prefer to be home than in a very public environment.	
I am an employee.	
At 86 don't go much.	
Concerned about which programs they would promote without my knowing until I showed up i.e. children's storytime	
define programs	
Currently, we are a high risk family who is still taking covid precautions	

Q12 Do times for programs generally meet your needs?

Answered: 869 Skipped: 1,329



ANSWER CHOICES	RESPONSES
Yes	81%
No	6%
N/A or don't remember	13%
TOTAL	869

IF YOU ANSWERED NO, WHAT TIMES ARE BETTER FOR YOU?

Your not there to entertain! Program's are training!, Have seen more creative program ideas at other libraries, seems to be lots for teens and lots for littles, but mine kind of fall in between (7, 9, 11)

None Not always Cvdd Limited space open on waitlist Would like virtual access or adult program in afternoon

Times are usually good, but a Friday story time would be great :) More options on different days for storytimes for certain ages

The separate age story times make it difficult for me to bring my 1 and 4 year old to the same storytime. Also, the 4 year old story time is always after lunch, which is naptime for most kids (or nap time for younger siblings) so we can never attend those.

Current times for children programs unfortunately occur during my child's nap times. It would be nice to have these programs at different times to accommodate different children's schedules

Earlier in the morning, story time usually falls right when it is my child's nap time. Wish there were more story time options during the day. Not weekends or nights

As a working parent it would be nice to have more hours for story time or other children's programming

I wish there were more evening storytime programs for working parents with toddlers.

Later 2-3 year old story time would be more convenient for me. 11 am is nice for us. Late afternoon, weekends not during nap time (morning and late afternoon best)

Sometimes. It would be nice to think of working parents specially during summer programs & if these programs could be offer in the evenings as well.

so I do think with the number of children who attend the storytime program that more times would be well used.
more often per week so I can make youth story time for my 3 year old Evening and weekend are best for my family After school or weekend

would be nice to have more story times and special youth programs on Saturdays Afternoons. Not enough weekend family storytime. But more after school/evening and weekend children's programs Page 98 of 167e programs during day time is an inconvenience. (2)

I would like to see more children's programs on the weekend since I work business hours M-F.

Many adult programs are during the day when I work. outside of working hours. Not all do because of work

After 5pm on weekdays, during weekends.most of the programs are at the weekday during the working hours. just can not to attend.

The timing isn't great for a working schedule

The ones in the evening are easiest to attend. Anything during a weekday is impossible for me, but I understand there are segments of the population for which a weekday is preferable.

Different times based on weekdays and weekends. A variety of times would be helpful during the day/evening & weekday/weekends. It would be helpful to have more programs On weekends, weekdays we are unable to come to library because of daily routine

Evenings (3) More classes should be after 5:00 7:30 pm Early evening is good.

Do not attend night programs Prefer day time programs (3) Daylight hours Morning More morning programs for toddlers and babies I prefer daytime hours. My vision is not good at night., Evening programs are not useful anymore - I do not drive at night

We are retired and make the hours fit our needs.

I have enjoyed the virtual program experience. There has been problems with the connection... Earlier would work as well

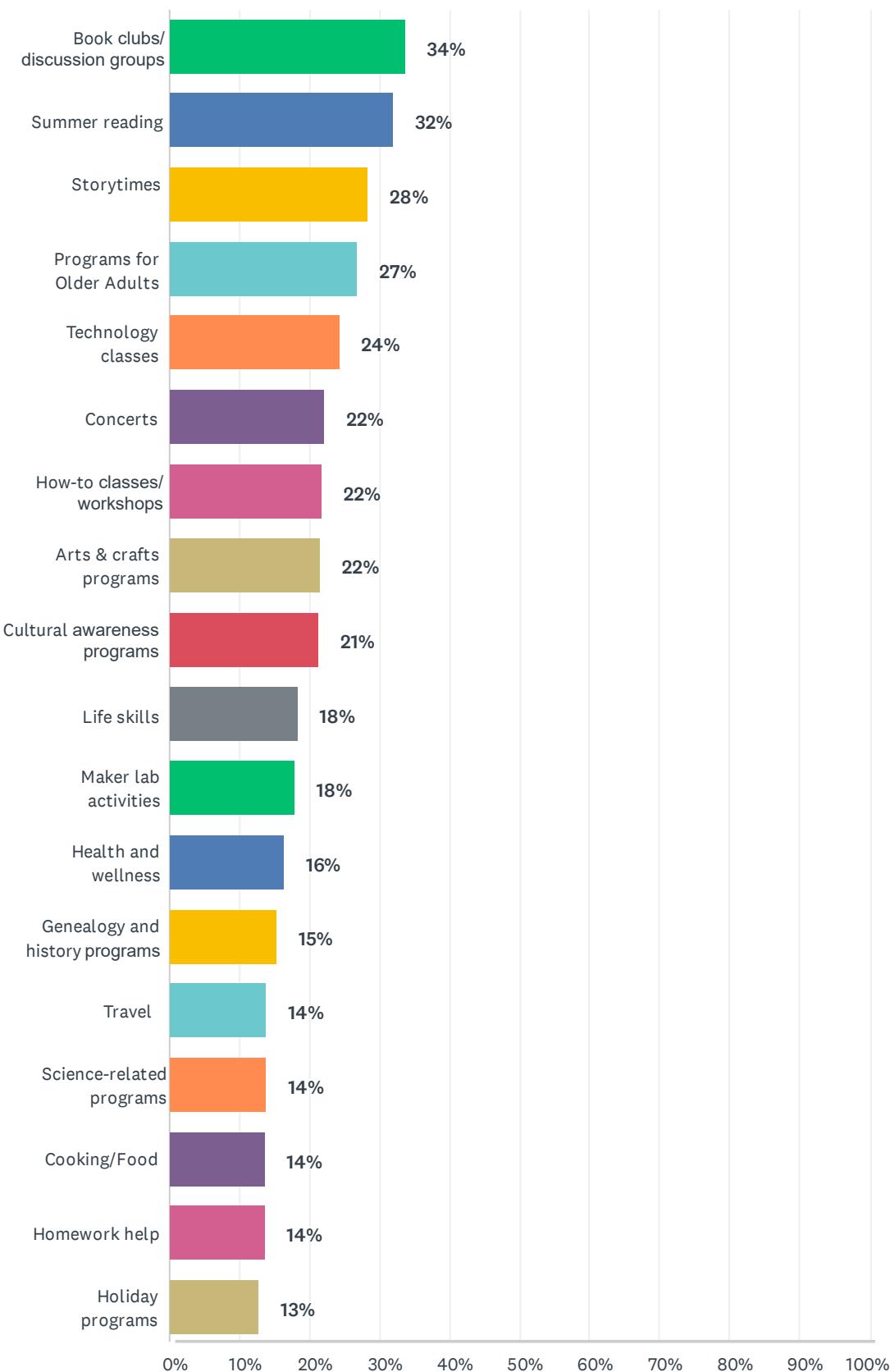
Yes when they have them. We used to be there multiple times a week for kids programs. Not since Covid

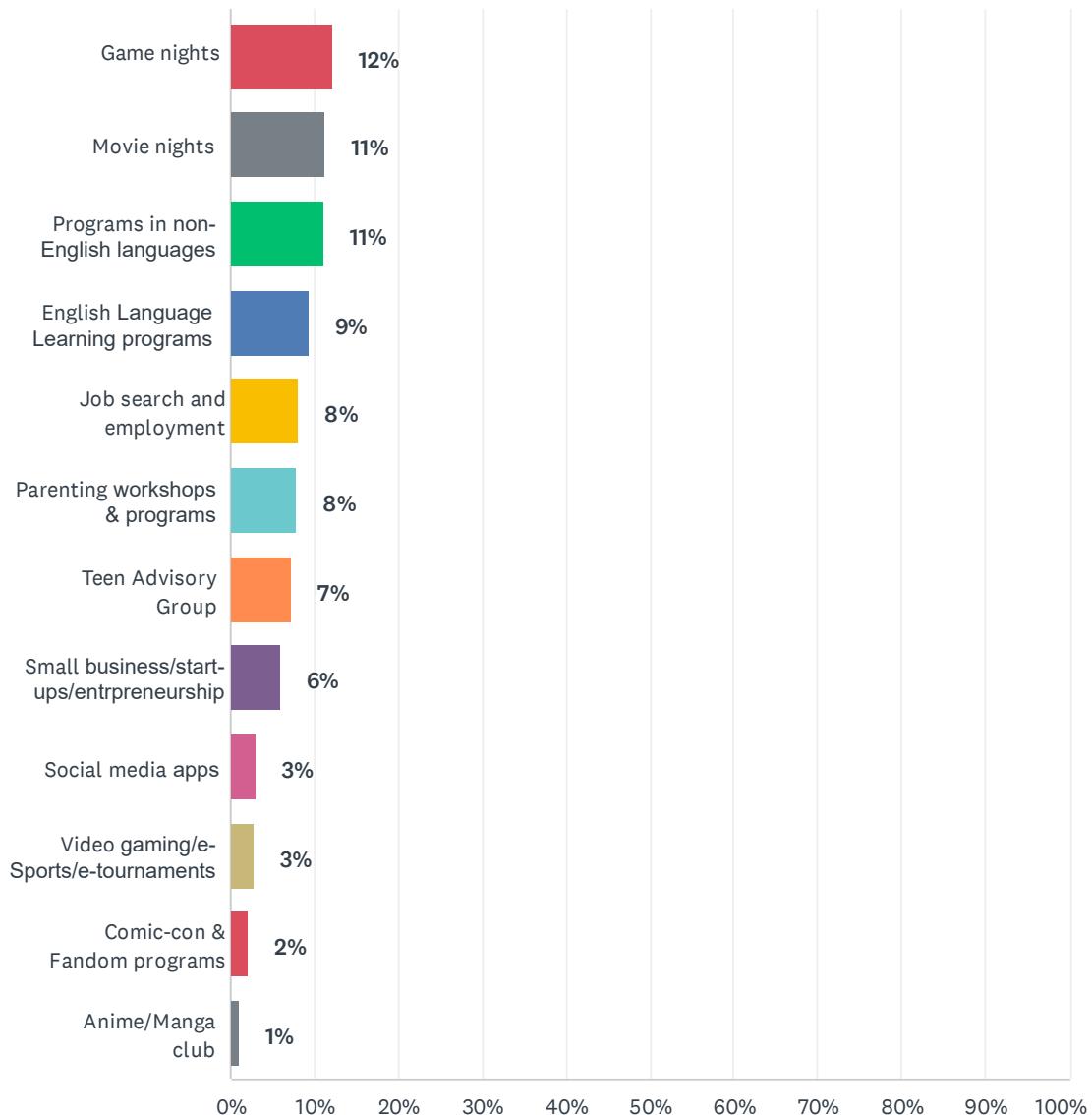
Generally but I would love to see the library open earlier for little kids

Like library programs located at or around the library.

Q13 What types of programs would you like to see at the Novi Public Library? Please check your top five (5).

Answered: 869 Skipped: 1,329





ANSWER CHOICES	RESPONSES
Book clubs/discussions, author programs	34% 292
Summer reading	32% 278
Storytimes (baby, toddler, pre-school, foreign language)	28% 247
Programs for Older Adults	27% 234
Technology classes (computers, How to for iPads, Smartphones, tablets, e-readers, etc.)	24% 212
Concerts	22% 193
How-to classes/workshops (play guitar, gardening, make or fix things, etc.)	22% 189
Arts & crafts programs	22% 187
Cultural awareness programs	21% 185
Life skills (parenting, financial literacy, adulting, etc.)	18% 159
Maker lab activities (3D printing, sewing, robotics, coding, etc.)	18% 156
Health and wellness (fitness, self-defense, mindfulness, healthy eating, etc.)	16% 143
Genealogy and history programs	15% 134
Travel	14% 121
Science-related programs	14% 120
Cooking/Food	14% 119
Homework help	14% 119
Holiday programs	13% 112
Game nights (board games, trivia, etc.)	12% 106
Movie nights	11% 98
Programs in non-English languages (conversation groups, storytimes)	11% 97
English Language Learning (ELL) programs	9% 81
Job search and employment	8% 70
Parenting workshops & programs	8% 69
Teen Advisory Group	7% 63
Small business/startups/entrepreneurs	6% 51
Social media apps (Facebook, Instagram, Twitter, etc.)	3% 26
Video gaming/e-Sports/e-tournaments/Virtual Reality	3% 25
Comic-con & Fandom programs	2% 19
Anime/Manga club	1% 9
Total Respondents: 869	

PROVIDE EXAMPLES OF OTHER TOPICS OF INTEREST THAT ARE NOT LISTED

PROVIDE EXAMPLES OF OTHER TOPICS OF INTEREST THAT ARE NOT LISTED

I don't know when we will feel comfortable going to events again

Can also include some self defense program for kids to learn

What it means to be a citizen of the USA, understanding, and debating different parts of the Constitution. To be open to all citizens, people living in USA. Political debates & learning to help these prepare for Novi, Oakland County & USA elections

Music programs and creating DIY furniture. Also, sports, there are many sports programs in Novi, but it would help if there was a class on, for example, soccer skills. Additionally, there should be a meditation/yoga class to relieve stress.

A variety of programs are already offered, I believe. I would like to see those programs continued.

Music lessons, dance lessons, exercise class

Tutoring for teens Programming geared toward the early elementary age range

Tween book club and other age groups. Homeschool book club or meeting opportunities (for example, Lyon township and Plymouth libraries have a daytime programs - like lego club-about once a month)

In addition to the first five: How-to classes/workshops (play guitar, gardening, make or fix things, etc.) Programs for Older Adults.

Passport services Free income tax consults for seniors

More actual reading and literacy geared events. Promote reading.

Interfaith?

Areas I already attend or volunteer for (genealogy)

Visiting author, more author visits please especially local children's book authors

Programs on climate change and how we can make a difference

Very hard to pick 5 lol

I think the focus needs to be on the kids. After that, any life adult learning will help our community.

It would be great to have book discussions and programs on books that were non-fiction for both adults and students.

Caring for animals

Would like to see more frequent story times, a daily kids story time would be amazing tutoring opportunities

I would like to see a cookbook club. I have read about them at other libraries.

arts and crafts with our people like people from the same culture and language learning. Homeschool family meet-ups

Loved and miss masterpiece Monday

Health and Wellness, Yoga,

Presentations by artists, musicians and writers Talks by local people such as when the man from Gurnsey's came.

It's important to be good stewards of your resources. If Parks and Rec or Civic Center offer specific program types, there shouldn't be duplicates with the Library and vice versa. Do not try to be Park and Rec or Community Ed. Stick to the basics as you do it so well. when we lived in canton the library put on a trivia night at local bar and grills. Some nights were family friendly and some nights were adult trivia. My kids and everyone we knew loved the family trivia nights. We would love to see this as there is a need for family activities in the area. Sewing classes for kids/parent would be fun. They do not teach this as a requirement anymore and I think is a basic life skill to repair garments or even craft your own halloween costume. More kids craft nights. They fill up fast and are always a hit. Even if a fee is charged it would be nice to have more craft nights.

Our family does not need all these programs, but understand that they are important to families with children and other needs.

Cricut and scrapbook classes

The library could start a 'Repair Club' where people learn how fix simple household electronics or other things that get thrown away but could be easily fixed. Repair Cafes already exist all over the world and we can be part of that.

Anime/manga club, book clubs, health and wellness, summer reading, and others

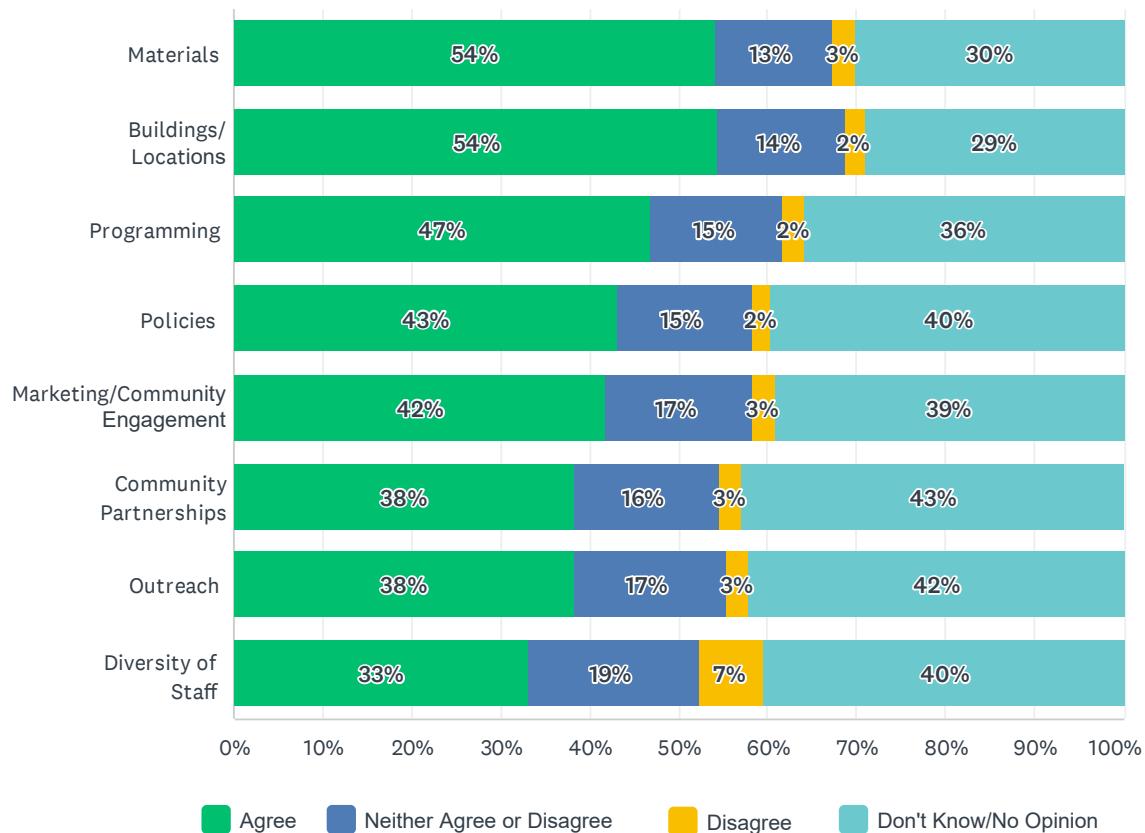
Storytimes must be wholesome & age-appropriate.

Connection to nature programs; environmental education & literacy

Please consider participation in the Manhattan Short project, a festival of short films that may be considered for Oscar nominations. I first learned of it through the Presque Isle District Library.

Q14 For each of the following aspects of the Novi Public Library, please indicate whether you feel that they are addressing diversity, equity, and inclusion.

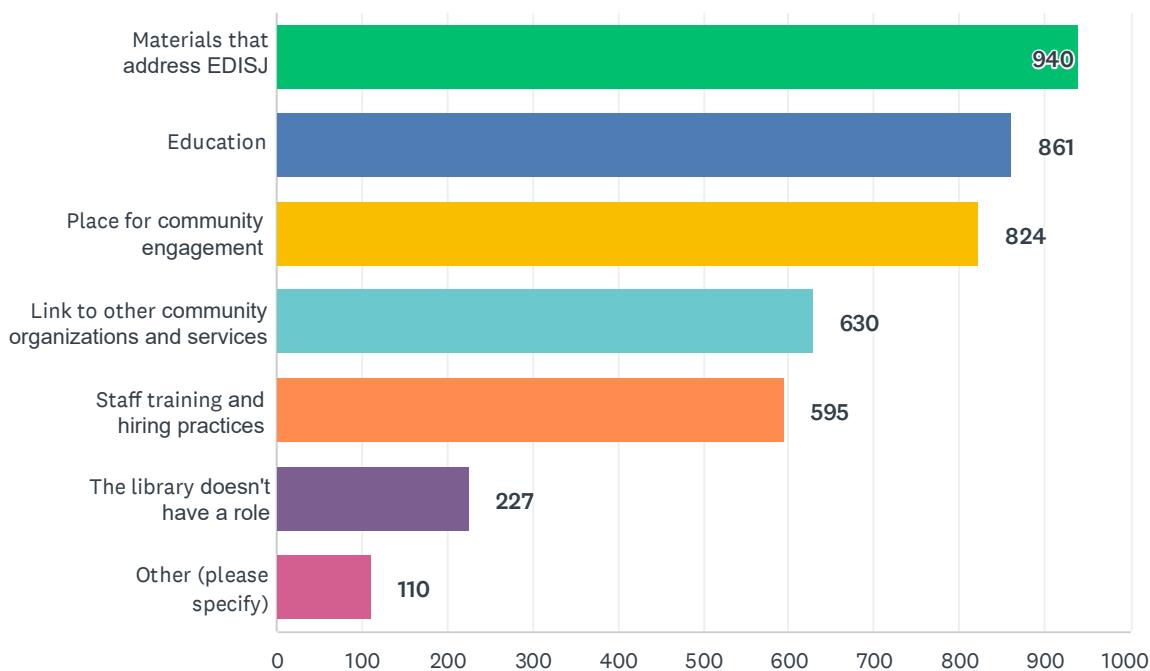
Answered: 1,587 Skipped: 611



	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	DONT KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Materials	54% 854	13% 205	3% 41	30% 474	1,574	0.74
Buildings/Locations	54% 857	14% 225	2% 33	29% 458	1,573	0.74
Programming	47% 738	15% 235	2% 39	36% 563	1,575	0.69
Policies	43% 681	15% 237	2% 32	40% 625	1,575	0.68
Marketing/Community Engagement	42% 656	17% 261	3% 43	39% 613	1,573	0.64
Community Partnerships	38% 603	16% 257	3% 40	43% 675	1,575	0.63
Outreach	38% 603	17% 270	3% 40	42% 662	1,575	0.62
Diversity of Staff	33% 523	19% 302	7% 115	40% 638	1,578	0.43

Q15 What do you think is the Novi Public Library's main role in diversity, equity, and inclusion? Please check all that apply.

Answered: 1,589 Skipped: 609



ANSWER CHOICES	RESPONSES	
Materials that address equity, diversity, inclusion, and social justice	59%	940
Education (programs, speakers, distribution of information)	54%	861
Place for community engagement	52%	824
Link to other community organizations and services	40%	630
Staff training and hiring practices	37%	595
The library doesn't have a role	14%	227
Other (please specify)	7%	110
Total Respondents: 1,589		

OTHER (PLEASE SPECIFY)	
Already Does/Doing Fine/Do more	
I think you are already welcoming of everyone and have the materials that any person would need.	
Continue what u r doing.	
DEI is very needed!	
The library acts as the great equalizer. It is the one place in the city where people of all different walks of life can interact with each other and see each other — as such, it is a vital building and plays a vital role in upholding DEI.	
The community need the library has a VERY IMPORTANT place to have in the community!	
Very important!	
Accessibility/Outreach	
Making sure access to library services are accessible to all - late fees, rides to library (not sure how that is really reasonable, but it's ideal), providing and promoting materials and events that address equity issues. Making sure board members are attentive to community needs and appropriate in their Accessibility	
Accessibility - Making sure library materials are accessible to all. ADA, to feel seen.	
Other	
A safe learning environment	
Gooideas	

No Role/Political	Serving all
DEI is a political ideology to promote discrimination and the library has no business in political agendas	Just provide services and materials for all All
DEI is creating division based on race!! Not character, Diversity, inclusion & social Justice is out of control. Just be kind and nice to everyone and there won't be a problem	Always asking " who am I leaving out? " Civic role to serve all of its community A safe place for ALL people
Don't hate what the Founding Father's staked their lives on. It shows. Don't over spend & think!	A safe place for everyone to interact and learn about the greater world and in turn understand themselves and each other better.
Equity is very divisive and should not be pushed by our public library. We should focus on educating and treating ALL people fairly.	Do your best to serve the community of Novi. Thank you. A culture in which people feel welcomed, represented, and included. Materials, staff, and library patrons.
Have interesting events about other cultures but you don't need to "address" issues. People's minds will change as they meet with people of other cultures not by other white people berating them and accusing them of things	Diversity in books important, especially for children/young people, to be able to see themselves reflected in books. Diversity in promo material and staff, so all feel comfortable & welcome.
I am tired of the division created by these 3 talking points.	It is a place in the community where all are welcome
Hire the best people for the job with out regard to race, religion, sexual preference, ethnicity etc. To do anything else is wrong period. It is not the libraries place to promote any agenda including so called social justice. Just do what libraries are supposed to do and do it the best you can.. The rest will take care of itself.	It's a place for all Novi residents. Just be nice, courteous to all who use the library -- It's common sense!
I wanted to choose "The Library doesn't have a role," but that could be construed as lacking diversity... The Novi Library treats all with respect regardless of color, race, ethnic origin etc and that is the basis of how it should be run. Staff hiring and training should be based upon hiring the most qualified talent, Respect for all should supersede all else and offering a variety of speakers who also respect all is the most important ideal.	Provide service to meet needs of all community members
Important to be fair and just, but NO political propaganda	Removing barriers
it is NOT the role of the library	The library should treat everyone with respect.
It shouldn't be the role of the library	Treat all people fairly and respectfully which you do
Limited. People are hysterical about diversity inclusion these days and it's more turn off than an enhancement.	Treat all residents the same.
Shouldn't have a role- DEI is a form of exclusion	Treat everybody well which Novi library does.
Stay out of it, NPL!	treating everybody with respect and courtesy.
Stay out of the political arena entirely. You are there for information only	Work with all groups.
STOP DEI - IT IS BAD FOR OUR USA CULTURE	Collections
The library doesn't have a specific role other than the staff to treat everyone the way they would like to be treated.	Materials from diverse authors
the library is a place to learn, gather information, but Not make decisions or judgements For others	More books related to other cultures.
The library should include everyone. Focusing on differences is causing a great divide. Focus on what we have in common.	More diverse books and authors
They shouldn't consider this	Material available confirming it is ok to be gay, transgender, etc. No book banning because current thought says they are no longer appropriate.
This topic is over-rated. All residents are equal and should be treated as such with no special favoritism/promotion. As far as training practices, the most qualified should be hired, not by 'boxes checked.'	Have materials and programs that will interest diverse pop.
too liberal, oppose wok	programs and materials in non-English languages
We have unbelievable diversity in Novi. It's not a cause that's necessary. Money can be spent in other more effective ways.	Provide books to the public
Is there an agenda here?	Availability of diverse ethnic materials
Materials accessable to all and resources if materials not available. Of course all should be welcome, but the library should not any other specific role in these areas.	Resources to learn about other cultures
It meets these needs of including a diverse public and it should continue to treat everyone equally but stay away from equity	To actively foster it in print
Don't over do this subject please. Every community should be practicing diversity, equity and inclusion	To allot resources and physical material for the people living in this area to enjoy
General respect to all is not a DEI thing. It is a human thing	Don't know/No Comment/No opinion
"Social Justice" should not be considered part of DEI	Don't know (11)
Addressed as by the Constitution and Declaration of Independence	Honestly, i don't really care.
As someone coming from a so called diverse group, I urge you not to get sidetracked from your primary mission. Novi Library always felt inclusive; no need for any other initiatives	I don't have any comments for this point.
Instead of including materials that specifically talk about equity and the rest, look to be more balanced in offering materials for a more diverse group of authors and including reading materials from political writers across the spectrum--not just left wing or right wing.	N/A (3)
Just treating all patrons as equals and respecting their diversity, while not feeding the trolls.	No opinion (4)
See my previous comment on wokeness	none (3)
Not worried about "diversity".	Unsure
Novi is a diverse community and there are no barriers/restrictions.	Staff Training and Hiring
	Right now I avoid Novi Public Library because check out staff are rude, make you wait, interrogate you about your personal life and have an overall gestapo mentality. I go the Farmington Community Library on Liberty Street.
	Inclusive staffing.
	Should hire maybe younger people like as Starbuck server or for stacking...
	Support/Link to Services
	Novi Library does have a link to Fox Run retirement community. Is there a link to Rose Court & Windsor Terrace?

Q16 What do you think the Novi Public Library could be doing to better address diversity, equity, and inclusion?

Answered: 532

Skipped: 1,666

No Role/Anti-DEI	Not encourage this liberal agenda
be careful how you are defining diversity in the community. stop using this program to marginalize what some would call "mainstream views" in favor of minority voices.	Not a library topic
Be very careful to not show bias towards Anyone. It appears that the library is leaning towards the politically correct side and makes kids feel uncomfortable and confused.	Not needed
DEI is simply racism. Don't do it. Treat everyone fairly.	Not to concentrate on it. Check out books. Don't be a pawn in the social justice arena.
Don't be woke. Go woke go broke.	Not your role.
Don't dare get involved with this topic	No
Do not force feed a woke agenda, it will not end well.	No action is necessary.
Do things traditionally. Don't go left.	Nothing (22)
Diversity, equity, inclusion issues are minor or non-existent in Novi. These are used to divide and favor one political party.	Nothing Go woke and go broke. Enough of this fiction its not a lets pretend world.
DEI sounds great. Who doesn't value diversity, equity, or inclusion. Everyone ought to be treated with dignity and respect with no partiality. Unfortunately, DEI focus is too often exactly the opposite. Clear definition of terms is necessary for this conversation to be meaningful.	NOTHING - This is not you're role.
Are you kidding me? This is America. Everyone is already included and their is equity. Grow up and stop whining about nothing. As soon as everyone begins to act like adults the better everyone will be. The more you talk about this the more some people get it wrong.	Nothing more (2)
1. I don't feel it's the place of a public entity to address or take a position on things of this matter. Every person should have the opportunity from a young age to form an opinion of their own about these matters without having a Public Library intervene with their natural learning and development as a person.	Nothing more — not library role
All governmental organizations/institutions should be welcoming and accommodating to all. It's been my experience that Novi has been like that for a long time. The library should not be engaged in divisive DEI efforts that don't actually promote unity and harmony. They seem to do the opposite. I really don't understand why anyone wouldn't want us all to live and love each other.	Nothing! America is going backwards by dividing everyone by race instead of everyone being equal!
I think this ESG thing is going to far.	nothing, as long as just residents needs are met
discussion and interaction concerning DEI issues. I would just prefer if the library presented a more neutral position while maximizing access to information and opinions (including those opinions that I disagree with). I also think that over-emphasizing DEI may paradoxically lead the library to make employment and other management decisions that actually decrease diversity and exclude or drive people away.	Nothing. It should not be a library policy.
I think they shouldn't consider diversity, equity and inclusion. It is offensive and if this is the direction the library is going I will vote against funding for them	Nothing. Leave that to our community services department.
I'm not sure what they are doing currently, but the library should just be there for people to get resources, like education, technology, study space. I don't think it needs to have a social stance, one way or another, and get involved in these sensitive topics. I'd be annoyed if the library was trying to teach me about diversity, equity, and inclusion.	Nothing. Libraries are places for people to explore and the library's purpose should be to make materials available without bias. Their role is not to shape the narrative of the community. As an example, for Black History Month, a number of books are highlighted, but I doubt the library would have to highlight something like a book on Black slave owners - yet it's something many are completely unaware of.
It's gone overboard. The library needs to take a break or step back from this initiative.	N/A (12)
It's not the library's purpose. Books. That's the library's purpose.	No need (2)
Leave it alone. It's not the library's job. Provide books and resources	None (3)
Less focus on these 'buzz words' would be the best policy. Keep Novi Public Library family oriented and based on our Founding Father's traditions values.	Nothing. Diversity in materials should not be forced, but based on community request/need. Diversity in employment comes naturally. Just pick the best person for the job! Equity promotes making decisions based on race/gender which is immoral and divisive for a community. Equality instead is the correct value to uphold. These political concepts have no place in a library setting.
Stop addressing it.	Please see other comment. It's hard comment on this when I see it being used for division.
Stop addressing them and treat everyone the same. Businesses don't get participation points for creating additional division and racism against any group.	Stay away from equity, which is biased and continue to treat everyone equally.
Stop asking about diversity. The library board is already so divide and too heavy with bull headed people who say they want equity but in reality, only want their point of view jammed down our throats. Get back to the basics Library and leave recreation to parks and rec; leave large teen campaigns to parents and schools!	Stay out of government/political decisions. provide materials that are age appropriate and reflect all cultures.
STOP IT ENTIRELY. IT IS DISTORTING USA CULTURE AND INJECTING RACISM. "EQUITY" IS A PERNICIOUS IDEA THAT OUTCOMES NEED TO BE FORCED TO BE THE SAME. IT IS CONTRARY TO THE CITIZENS HAVING GOD-GIVEN RIGHTS TO EQUALITY OF OPPORTUNITY AND EQUAL JUSTICE UNDER THE LAW.	Stay out of it and treat everyone equally well.
	Stay out of it. There should be no discrimination one way or the other. There should be equality but not equity. Diversity should not be forced, but natural. We have to return to rewarding hard work and self sufficiency to get ahead. The best and brightest should advance and be rewarded. But we should also always help those in need.
	Stay out of the political arena. The library is neutral.
	Stop pointing out differences.
	STOP PUSHING IT DOWN OUR THROATS. This is still America and we are NOT ALL THE SAME AND DON'T NEED EQUITY AND INCLUSION TO MAKE PEOPLE FEEL WANTED.
	Stop pushing the GLBTQ+ agenda. I noticed that the library had a program for PRIDE month where people could win a prize if they read or watched 3 books/movies etc. about gay, etc. issues and entered their name in the contest.
	Stop the focus on this and treat all equally using Martin Luther King's Mantra.
	Stop the laser focus on diversity and inclusion. Too much time and resources are wasted trying to "prove" how woke you are.
	STOP THIS! SO-CALLED "DIVERSITY EQUITY AND INCLUSION" ARE A CANCER ON OUR SOCIETY AND WILL DIVIDE US.
	The Leftist "inclusion" is not the only inclusion. What about the other 50% of citizens that have a conservative worldview?

No Role/Anti-DEI - Continued	<p>The library does not have to "better address" this "DEI" movement. Your job is to be a library, not to cater to those who choose to feel they are entitled to more than someone else because of skin color or whatever else. You should keep the doors open to all (particularly residents) and provide the things mentioned earlier to all and do it in an open and transparent manner.</p> <p>The library doesn't need to have an opinion either way on social issues. It is a place for all types of material to be available, diverse, inclusive, etc.</p> <p>The library has no active role in this. The library is for educational material. Information on other countries, cultures and norms would and should be part of standard education materials in the library. It is not the libraries job to actively promote or push agendas.</p> <p>The library should focus on providing books and digital media, not social engineering.</p> <p>The library should not address this false concept at all. Libraries should only provide the materials that its specific community uses/requests, hire employees purely based on merit alone (not based on race) and treat all people using the library equally and with respect. The library needs to be protected from political propaganda at all costs.</p> <p>The library should not be involved in any way with diversity, equity, and inclusion concepts.</p> <p>The Library should not be involved in pushing this agenda. I actually watched a video over a year ago that was live streaming from a Novi Library Group where people in our community were pushing you "cannot separate racism from whiteness". That is completely bad for our society and is racism itself. Yet people pushing DEI perpetuate and tolerate this behavior.</p> <p>The library should not be making a big deal of addressing diversity and equity because it winds up creating more division between people.</p> <p>The Library should not be pushing this Marxist ideology of diversity, equity, and inclusion. It's a corrupt waste of taxpayers dollars.</p> <p>The library should stick to their core mission of serving the community with media materials and stay out of social justice, diversity, equity and inclusion and environmental, social and governance issues/movements. No one is asking the library to take these efforts on and social justice efforts are extremely polarizing. We don't need a library that is influenced by political ideology!</p> <p>The Novi public library should not be obsessed or EXTREME with these issues.</p> <p>The NPL should not be pushing nonsense that those policies promote. No taxpayer dollars, time, energy, or resources should be wasted on this.</p> <p>The topic of diversity, equity and inclusion has been addressed ad nauseum by the library. Perhaps it would be wise to spend time and money addressing the condition of the building—it is run down.</p> <p>The principles library's were founded on had nothing to do in regards of influencing a political narrative or agenda. It, in its simplest form, a library is a broker: an economical access channel to bring together the curious mind with the most vaulted material produced by scientists and theologians. Tyrannical rulers, throughout history, have used access to education and literacy to influence their people. The library being involved in DEI is not tyrannical by any means but to me it is suggesting a form of narrative or influence, even if it is unconscious, which is very concerning.</p> <p>This is so woke. BE KIND and NICE to everyone. Where did that teaching go?</p>	<p>They shouldn't be doing anything DEI. They should treat everyone equally, not use color, race, ethnicity, et. al. to discriminate. Discrimination is illegal. Teaching one group that they are oppressed and another group they're oppressors is totally wrong. There are only XX or XY human beings born of XX and XY parents. No one is born LGBTplus(on to infinity) human beings. Abolish DEI from the public libraries.</p> <p>This concept is just an excuse to be bigoted and intolerant to groups of people who are not seen as marginalized. All people should be treated equally and fairly regardless of some imaginary group they fit in to.</p> <p>This is not the scope of the library.</p> <p>This should not be a factor</p> <p>We should not be addressing DEI with tax payer dollars. This is discrimination.</p> <p>Treat everyone as equals and meet the needs of our community. (English as a 2nd language resources etc)</p> <p>DEI is often taken up in a way that only divides our community. Let's simply focus on serving those who are in our community - the library has no place in political action.</p> <p>Ugh. Quit treating the traditional families as the enemy. This section proves it! Understanding that the current critical theories being promoted are ultimately harmful to diversity and inclusion as they focus on power structures versus true relationships and celebration of different cultures and people.</p> <p>Make decisions based on character only. Promote diversity of thought. Stop focusing solely on DEI, it's all we see and hear and people are over it. Just be kind.</p> <p>Materials are present, however, the library is a building , it need not "address" anything</p> <p>Just treat everyone like you would like to be treated. I don't think we need to DO anything special -- follow the 'golden rule' and remember that 'your rights end, where the other person's nose begins!' Oh, yes, and the 'golden rule' DOES NOT MEAN: "Those that have the gold make the rules!!"</p> <p>I don't believe that it should be a library function</p> <p>I don't think this is the library's role in the community.</p> <p>I have never had a problem in Novi. Novi is a melting pot. Library needs to stay neutral and be a resource.</p> <p>I think that is a matter of a political agenda. I think the library's role should just be to offer the same services to persons of all races and genders, and the library needs to stay out of the political piece of it.</p> <p>I think the library should be doing nothing about it. People need to grow up and understand that some people may like you, and include you or they may not. Everyone should be treated well and equal, anything beyond that is a waste of time. and a pandering to their insecurities. Take for instance the way question 13. is worded... it implies there is validity to the concepts of diversity, equity and inclusion. The question should be asking if the library should be dealing in this concept at all. The library should not be enabling/validating their insecurities they should be helping to get them to grow beyond them.</p>
Accessibility/Outreach	<p>Community outreach, Christian material, more options for activities</p> <p>Make effort to interact with diverse groups to assess needs.</p> <p>I think they do address these issues. The library and its resources are available to everyone equally, but not everyone chooses to take advantage of the wonderful resources available. Maybe visiting schools And speaking to small groups of the opportunities available and asking what else they would like to see.</p> <p>This survey should have been available in other languages.</p> <p>Making sure all factual sides are represented</p>	<p>use funds for more services that are for everyone</p>
Spaces/Facility	<p>International food in cafe</p> <p>I am Not sure but there is an effort to make it more difficult for some students to seek material and thus support in the schools and it's important teens have a safe space.</p> <p>The library should address making the libray a quiet place to read, listen and learn for all - not just for kids and teens.</p> <p>Not really sure, I do think they do a nice job of providing space for HS students to engage.</p> <p>At least one more location - Novi had grown considerably</p>	

Already Does/Doing Fine/Continue	Thank you for including this in the survey. When nothing changes, nothing changes.
Appears you're doing a lot	The library appears to address this adequately.
Can not think of any - doing a good job - I love the diversity of this community	The library does an excellent job with inclusion.
Current efforts are sufficient.	The Library is doing a lot now to address diversity, equity and inclusion.
Doing a fine job currently	The library staff should treat everyone equally. I find the staff being friendly with native English speakers than the others.
Doing a great job now (3)	They already do an excellent job.
doing enough already	They are doing a remarkable job
Doing fine (2)	They are doing fine. Ignore the book burning nut jobs.
Enough is done.	They do a good job in all areas.
Continue what you're doing and keep making it a point of emphasis. The most important thing is to be a welcoming and safe place for all, and continue to provide materials that address DEI and represent all types of people and beliefs.	nothing. already greatly involved
Continue to be the great space you are being in our diverse community.	You are doing a great job already (3)
Good work on everything	When I go to the library, I see a very diverse group of people using the library. I am particularly impressed by the outreach to the teenagers.
I think you are doing an excellent job	With the current focus, coming from the commission chair, it's trying to eliminate DEI. Course correction needed.
I think you are doing great!	Seems to me that they are doing great right now. I have NEVER seen or heard anyone being treated badly.
I think they do a great job. Novi is blessed to have such an outstanding library.	Maybe you are doing a good job.
I think they are doing an excellent job. We are among the most culturally diverse communities in the country	I am liberal, so diversity and inclusion are important to me, but I believe using words like "diversity and inclusion" immediately trigger the more "conservative" of our community who then target facilities like the library, to defund them and ban books. I don't really know how to address it, but for me, it is very important to represent diversity.
I think we do a credible job in addressing these issues because we welcome diversity and try to make everyone comfortable when visiting the library.	I am not aware of any short-falls.
I think you do an excellent job on these issues. Novi has long offered programs and materials related to diverse populations.	I believe that the library is addressing the topic adequately.
I think you offer quite a bit and should continue to do so.	I think NPL is doing a fantastic job
I'm pleased with the Novi Library.	I do feel this Library DOES have diversity, equity, and inclusion and continues to use them.
I'm uncertain what the NPL is doing in detail. The library should be addressing the needs of the entire diverse population and striving to prevent any discrimination. I believe NPL is striving to that goal and I want to ensure it is integral in its operations and programs. DEI makes the life experience so much fuller than isolation and control by a few individuals or groups.	it is doing an above average job here. More can be done by everyone with this
It does an excellent job	I think it is satisfactory
It does fine as is (5)	I feel that the library is doing an adequate job at addressing DEI. I have reviewed the library's mission statement, values statement and vision statement... along with the DEI page on your website. While I do not think the library is responsible for fixing all aspects of DEI in the Novi Community (as I felt some expected after watching a few library board meetings) - the library is fulfilling their role to inform, inspire and include.
It has always seemed adequate in this area.	I think the Library has done a wonderful job in all areas.
It is doing good by celebrating things like heritage months	I think that the library has made huge efforts to support DEI, which is amazing. I would like to see even more programming and focus going forward because Novi is incredibly diverse in culture, but also other marginalized identities such as LBGTQIA+.
It seems adequate	Nothing. Novi is one of the best communities in Michigan for treating everyone well and fairly already!
Library is doing well in inclusion and diversity.(2)	Highly important; you may want to reach out to other libraries for their experiences
Nothing. Keep doing what you do.	I love the library as is. I think it a shining gem in the community and am satisfied.
Novi library is already addressing diversity, equity, and inclusion.	I'm not sure what the library could do better to address diversity, equity, and inclusion because I feel it's doing a great job.
Novi Library is already doing a great job of diversity, equity and inclusion with its collections, programs and community engagement	I would like to see the library continue its ongoing work in this area. Novi is a very diverse community and the idea that there's no need to address these issues is a viewpoint that's out of step with most Novi residents. If you're going to say you value diversity and inclusion, you have to show it, not just say it.
Novi does a great job in this area and in all areas, I love Novi library.	
Overall, I think the library is doing a great job with diversity and inclusion based on the customers visiting the library and using its facilities .	
Take a stand against the racism inbred in our society. Most people are unaware of their inherent racism. Library should generate and promote programs to educate our citizens about the racism in our community	
Novi Public Library needs to stop blocking people of different races, colors and creeds from entering the library! Wait, that is not a problem. Novi is diverse and awesome. This question is moot and race baiting.	
You are doing enough. Novi library shouldn't be responsible for supplying resources beyond previous or current parameters. Your catalog and services are already beyond what many others provide. I do not feel this is an area any additional time or money should be invested in.	

Staff Training and Hiring/Board	
Ensure diverse/inclusive hiring!	Hire more diverse staff who can better understand the needs of this beautiful diverse community and assist other staff members in understanding
Friendly training for staff members	Hire more ethnicities
Does anyone work there that is not white?	Hire more minorities.
Continue training of the staff, board members, and interested members of the public on the importance of recognizing the value of diversity, equity and inclusion both inside the library and in society in general.	Hire more minority staff.
Beyond hiring more diverse employees, not sure	Hire qualified staff that represent the demographics of our community
a more visible multi-cultural environment reflecting the increasingly rich diversity of the city of Novi	Hire to make staff inclusive
A more diversified staff, maybe.(8)	Hiring that proportionally reflects the racial and ethnic make up of Novi. With that said, I still support hiring those who have the best qualifications, such as a degree in library science, or whatever they're calling degrees for librarians these days.
Acknowledge the complaints you have received over the years regarding your racist staff, and racist hiring practices. To be accountable for how you treat African Americans who visit the library and apply for employment. Stop ignoring this library racist acts because it is a huge problem that's being sweep under the rug.	Non discrimination for programs and staffing.
fix the board with some of its racism and trolls.	I would like to see more non white faces in the library to better represent our community which is 1/3 non white with that number ever increasing, but I understand you can only hire the people who apply.
Have board members who better reflect the mission of the library and make up of the community not just old politicians making the board partisan	Involvement of those who desire more DEI from the Library. Board needs to be more inclusive and open to diverse views.
Get rid of the board member who posts sexist and racist things on his Facebook would be a good start. The man's an asshat.	Make sure minorities are hired and minorities feel comfortable accessing library and materials. Library should be a safe place and also have involved in community overall.
I think they are doing well at this point. However I do not see the degree of diversification in the employment area that I would expect?	Should be part of the staff and board training.
I understand the DEI committee was disbanded because of some controversy of one of the members. Please don't allow toxic people on the board!! I don't think the mayor should have so much authority on board appointments.	Have more materials on DEI, practice DEI by staff, and training.
If you don't have a diverse staff, you usually don't know how to address accurately a diverse community due to your unconscious bias or ignorance to customs of other cultures.	Staff needs to be better trained. My husband was chastised because my younger son with cognitive and physical disabilities was not able to be quiet enough. He has seizure constantly, which caused him to yell out and the staff had a problem with that. There should also be transportation from the middle school to allow teens and preteens with parents who work during the day to take advantage of all the wonderful things the library offers.
More diverse staff. I know the Library has been focused on DEI, but I am not aware how effective the efforts have been.	Gail Anderson does an outstanding job in her position at the library as Programming Coordinator. Hire another person like Gail to continue the work she does in the library and the community.
More diversity in check out staff	I have seen videos and read statements made by board member Sreeny Cherukuri that were racist and insensitive in nature, regarding diversity and equity. I believe he was appointed to lead the DEI committee and I find that appointment to be absurd and inappropriate and I feel that as long as this is true, the Novi Public Library will never be able to convince the community that they are sincerely and genuinely interested in promoting DEI or enhancing services/products that will do so. Lead by example.
More diversity in staff. More engagement on library board to promote diversity.	
More diversity, equity, and inclusion of staff and library board members to include cultural training and sensitivity to increase the education and awareness to those that are part of the Novi community	
Multi lingual staffs with a sticker showing what language they speak.	
My initial impression is that the majority of staff fall into the "white female" category, although I realize that outward appearances do not tell the whole story of how a person sees themselves. More non-European-background staff would be a positive move.	
Some staff I have interacted with, could benefit from diversity training.	
Staff is mainly Caucasian women	
Staff training and more diverse people to work in the library	
Staffing diversity	
Staffs MUST BE TRAINED to not be rude. Even if returning late, no one can talk rudely to customers. One such incident has hurt our family deeply.	
The board member stuff is tough - how can the library and/or board govern itself? What is the responsibility of a board to restrict what a board member says or posts publicly. I understand that boards should represent the community but libraries have always been beacons of knowledge, learning and access to all. It's seems counterintuitive when you hear a board member doesn't seem to align with those values.	
The board understanding that this IS an important issue in the community.	
The current library board DEI representative is an utter failure in this role! His personal views on DEI as expressed in his social media posts is obnoxious. Definitely the wrong person for that position	
The library staff should treat everyone equally. I find the staff being friendly with native English speakers than the others.	
The NPL should hire fewer White women and trans women. It's abundantly clear their overrepresentation inhibits equity and inclusion of men, trans men and people of colour.	
The staff persons need to be educated better and be aware of diversity.	
Train staff to be empathetic and good listeners.	
We have a diverse community. Do we have library employees that represent the different ethnicities and speak their languages?	
more staff training for listening to a diverse community	
Hire librarians that are NOT OLD AND WHITE.	

Programs/Education	Hold seminars Host more events for different groups I would like to see monthly programs for cultural awareness and diversity for the community to attend I'm certain there are more things that I'm not personally as affected by but we've always struggled with the lack of inclusive programming for my disabled child. More programs re: DEI. More opportunities to people young and old to be able to have access to more language immersion experiences. I love all of the cultural programs, I just wish they happened at more accessible times (but that may be a personal issue and perhaps they're always packed). I loved the Chinese drumming event in the summer of 2022. Maybe there could be books related to it outside for people to read/check out. More events on the patio would be great. Have programs related to this topic. Having more programs that foster diversity and inclusion More cultural, faith-based activities and events Do more to promote Western European heritage and culture. More cultural, faith-based activities and events More 20-40 adults programs Make sure there are no drag queens story time for children never! Please do not have any drag queen programs. Also please include Christianity when talking about tolerance, inclusion and diversity. It seems like this idea purposely discriminates against Christianity. I noted that you don't have many Christian books in your collection and that was disappointing.
Facility forums and education on diversity in the community. Maybe there is speaker comes in discusses disability rights. Address what's going on at the high schools and lack of black students.	
have education series on world religion, culture, festivals and languages. help bridge the gap in diversity.	
Have lectures on history and why small-minded people want to ban books. History is complicated and " might doesn't mean right".	
Have more cultural activities. We have many people in Novi from other places. We should celebrate that and learn from them! Would love to see more culturally based activities!	Bleed your efforts to the City Hall and other City buildings. Additional programming, partnerships or joint programs with schools, education on countering disinformation and confirmation biases and being discerning media consumers
Have more cultural programs and books about other histories, places, languages, etc.	Work with schools to maximize diversity training
Have a multi-cultural fair and bring in local clubs to set up displays and activities	Providing information on kiosks and shelves and hand out sheets with online links would be fine. No need to dedicate a large portion of material or services.
further program centric to cultural events or traditions IE Chinese New Year, Diwali, etc. Knowledge breeds acceptance and understanding.	Provide a where to go lookup directory
I'm not sure if there are many programs or activities addressing diversity year round, but its a great place to start. Kids programs where they could read a book, or do an activity relating to the topic of discussion, and share opinions and experiences and how to make things better in their daily lives. A program that addresses mental health and how we can help our friends, family and selves would be nice to see.	Provide resources to information seekers
more DEI programs	Have resources available, just like basically any other topic. Have resources for those who want to use them and those that don't want to use, can just not use them.
Roundtable discussions with different cultural groups	Highlighting local / national / international resources.
Special events such as cultural events.	Novi Does a great job and offers much to our community. Maybe once a month to have a "Link day". This would be a person who comes in to help people navigate social program red tape. Help fill out forms for services. Some people don't get services that could help them because they find filling out forms or using computers to fill out forms to agency too hard for them.
Set up an annual international with display booths for foreign countries with display costumes and local foods	
Presenting different holidays.	
look at current demographics of the city's population and have materials and programs reflect those race and ethnic groups proportionately	
Maybe highlight ethnicities monthly...through material...arts....community events occurring.	
Maybe more cultural awareness events	
Maybe invite people of different backgrounds and races and have them talk about their culture, etc.	
Maybe more programs for spouses of international employees who are in Novi on work visas.	
more DEI programs	
More programming for people with cognitive impairments.	
More programs / discussions.	
More programs and books geared towards it	

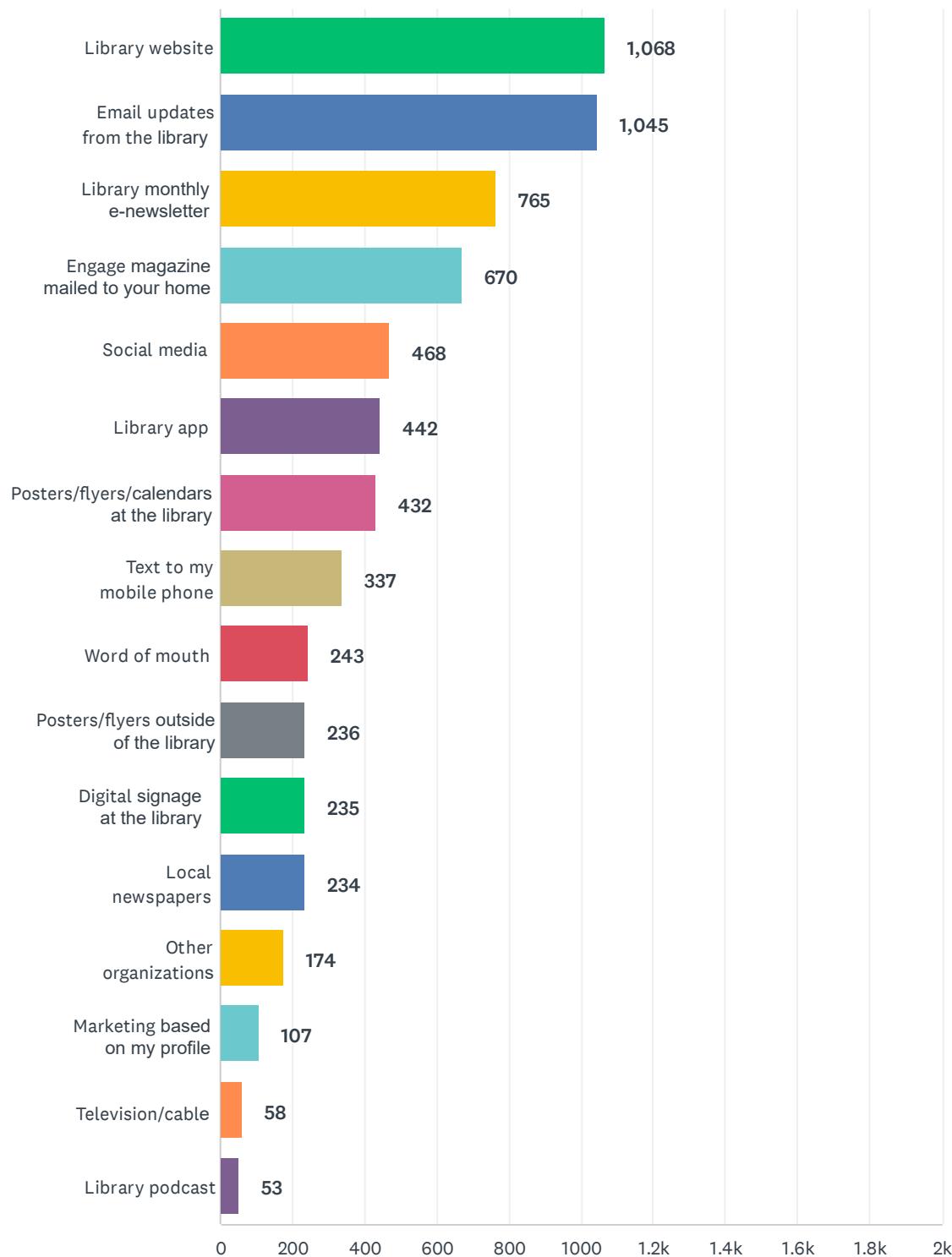
Other	<p>A shorter survey</p> <p>Don't know because I don't know their current program. Best to ask immigrants & those who need & use resources</p> <p>Define the objectives / measures..</p> <p>Continue no fines for overdue materials. That is standard inclusion practice for libraries across the country.</p> <p>Ask the people of different views above</p> <p>Friendliness</p> <p>Gg we t see g</p> <p>Get out of the American Library Association and its state affiliates which has become a major conduit for library staffs across the country to bring in pornographic books (particularly homosexual and transgender) and to demonize those in local communities who disagree. The ALA aggressively pushes their lists of LGBT books and "resources" for libraries to use to select books and promote LGBT ideology. They help pressure public officials who want to remove pornographic books from children's reach, using absurd "intellectual freedom" rhetoric. They train library officials to demonize parents as bigoted "book busters." The ALA's new president is a self-proclaimed Marxist who brags about "queering" libraries.</p> <p>more open market events to push more capitalism ideas.</p> <p>Novi is very diverse.</p> <p>Oh come on, this survey is a bit long, isn't it?</p> <p>Rainbow Flag</p> <p>Relax</p> <p>Yes (2)</p> <p>The library and DEI initiatives in general should encourage patrons and community members to pay close attention to local, state- and nation-wide demographics and think critically about how they came to be that way. Census results and other authoritative sources of demographic data and trends should be easily accessible and given high visibility.</p> <p>See earlier comments. Most of the financial and Education programs should provide full details as it has been seen the provider look for business after that which is OK but it seems they kept important details with them for the paid subscriptions.</p> <p>Request demographics on this survey and maybe look at the impact of weighting heavier the responses from those in minority, lower-income, and other less-represented groups. Then look at how different (or not) the responses are if segmented by living quadrants of novi (or voting precincts or school zones or something). How else is this survey being conducted other than email to reach as many different folks as possible? Is it available in multiple languages?</p> <p>Keep exploring</p> <p>i do not have an opinion but i am sure there is always something that can be done to make an individual's experience better.</p> <p>I haven't heard of any issues so if there are incidents that need to be addressed that concern DEI I would like to hear about them.</p> <p>If</p> <ul style="list-style-type: none"> - the makeup of employees approximates the Novi community - residents are served regardless of race/sex/etc - library materials represent those desired by various groups in the community <p>Then the library is doing what it should do.</p> <p>It caters to the novi school district but a lot of kids live in novi and attend other school districts.</p> <p>Listen to your POC staff and library users</p> <p>LISTEN when community members bring forth suggestions and concerns and try not to defend current status quo or point to past successes</p> <p>Look around at your neighbors in the South & North areas of Novi. They should all be your target audience.</p> <p>explore, learn and excite people about things. Also given Novi's aging population how this is approached is key as well, as many of the elderly citizens in this city would be quick to rally against anything that isn't 1950s America...</p> <p>Maintain a secular environment ... for example, discourage wearing of religious symbols and jewelry</p> <p>There is always a place for DEI, but the library has gone overboard on the topic.</p>	<p>Dear Novi Library Staff,</p> <p>Please hear my heart before rolling your eyes.</p> <p>I want to communicate this great compassion: this note is in regards to your "sex poster" hanging on the main floor of our library.</p> <p>I really enjoy our library. It has been a "safe space" for years now after graduating college and having to endure being sexually harassed by a female professor in the course of two years of my education. I, myself, am a woman, and I did not prompt nor instigate her uncomfortable pursuits.</p> <p>I believe your poster is incredibly insensitive to those who have been sexually harassed by the same sex. I have extended family members who have had horrifically worse situations happen to them in their life, spanning 70 years back. Having the words "safe space" on a pride flag is a slap in the face to us who have a remembrance of embarrassment and shame.</p> <p>The Novi City library is an environment built to foster the love of learning. Citizens come by to visit and seek out a topic for their own enjoyment of intellectual edification. Your extremely biased poster is not okay, as LGBT are as equal to heterosexuals. Yet your zealous stance is flawed, as all people make mistakes and have the potential to make very bad choices. To glorify 3% of the population as angelic and incapable of harm, when sexual assault statistics hit a far greater percentage, is disturbing on your part.</p> <p>Please consider, with humility and kindness toward all, to remove your strong politically biased sex poster. As it stands, you certainly aren't inclusive to all people.</p>
		Don't Know/Not Qualified to Answer
		<p>Don't know (44)</p> <p>Can't say (2)</p> <p>Don't know, but would like to find out more</p> <p>Don't know, don't care.</p> <p>Not sure ~more information Needed.</p> <p>Not sure of any specific things.</p> <p>Not particularly sure</p>
		<p>From the materials and staff, it would seem that efforts are being made to increase diversity, equity & inclusion, but unfortunately, I don't claim to have a good enough grasp of the overall picture to know if this is accurate or it just seems that way. I tend to think the former is correct and good, strong efforts are being made, but other diverse voices could answer this question better than I can today.</p> <p>Unsure because I don't know what is done today</p> <p>Sorry, im not aware of what is currently offer, i for the most part barrow e books Since I do not access the library often, I cannot respond to this question, though it is needed.</p> <p>Since I'm not at the library I have no idea. But education is the best tool.</p> <p>I don't know - I'm not familiar with the existing programs.</p> <p>Not sure what is being done today.</p> <p>not sure what this question is asking, the quality and quantity of available material?</p> <p>Not sure, meets my needs</p> <p>Honestly I am not enough aware of current practices to address this</p> <p>Honestly, I'm not really aware of what the library is doing in their DEI work. When I go to use the space, I see book displays that fit with cultural themes/celebrations; this is the extent of my knowledge.</p> <p>I am not aware enough of what they are doing to answer this. My white privilege is getting in the way of seeing what is missing. It fits my needs.</p> <p>I am not involved enough with the community to make a suggestion.</p> <p>I am not really aware about what programs are in place.</p> <p>I am not sure, but should be benchmarked with the other libraries doing this well.</p> <p>I don't know enough about what they do.</p> <p>I don't have personal experience with this at the library</p> <p>I don't know enough about what is being done currently to respond.</p> <p>I have no complaints or suggestions at this time</p> <p>I have no opinion on this. I'm really not impacted by a lack thereof</p> <p>I have only recently started going back to the library, post-pandemic, so this is hard to answer.</p> <p>I really don't know what they offer or what the library would need to make available to the diverse population in Novi and surrounding area.</p> <p>No opinion (14)</p>

Support of All	I think the important thing is to make everyone feel welcome, if they don't know if they are doing it right, ask them nicely if they can help you. Sometimes I don't feel welcome
Come back to center. Treat all members of community fairly, not just the woke agenda.	
Don't want to spend my tax dollars to push diversity, equity or inclusion. Just make sure everyone is provided equal, respectful access to the library.	I think the library should be a space not just for books but neutral ground where community members can share from the anthologies of their lives. Novi is such a diverse area! I love that there are ESL programs, and I wish there were more opportunities for community involvement-- like what about an interface for volunteering in the community, or an interfaith group, or a lecture series by local community leaders about issues facing their communities? Farmington Hills is doing some of these extremely well and could be a resource for starting in Novi.
Equal opportunity for all	
Be helpful to all...	
Adapt to the changing needs of the entire community. Don't react quickly to culture war headlines	Make equity a top priority in all decisions, not an "extra" Support decisions that make it easier for everyone to use the library fully, like when you got rid of late fees it helps us all but especially people with limited income. No book banning!
Don't make people feel separated by race, sex or gender. Treat everyone fairly and equally.	More inclusivity of all race.
Focus on what we have in common. We all care about our children and want them to do well. We all care about safety and preparedness. (fires, tornadoes, wills) Everyone has to pay taxes and we all die. Find absolute common threads and you will succeed in including everyone. Stay away from the fringe topics.	The library should also support users that hold views other than those covered by critical race theory, including conservative and Christian voices.
I'm not sure there's anything more they should be doing. The library is a resource and it is a non-biased place. Hopefully we never see any kind of drag queen shows going on there.	ESL conversation group always get moved to small room to make room for teen program. why are teens the priority?
Include religious diversity, ageism and expatriate/immigrant in make-up inclusion definition more than you do now.	Are we doing all we can for our Asian Indian population? I see a lot of programs/displays for Black and Asian (Oriental) but not as much for Asian Indians and they are a significant part of our population.
Love the Lord your God with all your heart, soul, mind, and strength, and love your neighbor as yourself.	Library is a community asset and the materials and programs should be inclusive enough to benefit the various communities/ groups in the diverse city that is NOVI
Other than general respect for humans they have no role	Including white people
Not sure the library would have a role in that topic unless it offers a place for engagement to discuss topics.	promote equal treatment. avoid the politics.
The focus should be on virtue and being a better person of who we are which applies to everybody and anybody; thus this will cover diversity, equity, and inclusion!	
There is too much focus on DEI. Just aim to make everyone who visits the library feel valued and comfortable. It is inevitable that there will be incidents. These need to be handled openly and fairly and procedures reviewed for possible changes.	
This is a library. Everyone is welcome and everyone can have access to anything they want. But first you have to show up and then you have to ask for what you want.	
Treat all patrons equally	
Treat all residents the same. Which is what you are already doing.	
Treat every person who comes in the door well. Respond to all with respect and attention. Those people will speak well of the library to others.	
But that's what I experience every time I come to the library. Which is why it's welcoming and safe.	
Treat everyone like they matter and no matter what race, creed, color. Work on customer service not so much when you walk in however upstairs in circulation please hire people that don't feel like there being put out to help you and ignore you when you ask for help!!!! Disgusting ☹ Yes I had this happen to me!!! Maybe hiring older mature workers. Not everyone but a few that know how to treat everyone with exceptional customer service !!!	
Lead like we all have been wounded. No one has more pain than the other, it all hurts deeply. Be kind.	
How about inclusion for the handicapped?	
I do not perceive an issue. Work with all groups.	

Collections/Information	
As stated before I really just use Libby it would be nice to see more diverse fiction books on there too lgbt, race, religion	Other than having materials on the topic, I don't think it is the Library's role to engage in this discussion. The Library should have materials on all theories, non-inclusion, etc. so people can educate themselves and be informed. They need to know history. Books are the key to be well educated and informed.
I think access to materials if an individual desires them (books) should be the role of the library. The library should not be a place where one political view is promoted vs another.	Our library represents the whole community. Materials should be available to represent ALL points of view. Please DO NOT push controversial and divisive political materials simply because the positions they represent are "trendy" in the media or other biased sources. If you present materials in favor of controversial issues, also present materials that refute or disagree with those issues. Our library is a public institution and should never be pushing specific political positions, especially when there are strong logical and historical counter-arguments to unproven "popular" social theories.
1. Add diverse collection from other countries, cultures & languages. 2. Celebrate local history (Novi, Michigan)	Stick to books. Have a broad selection and allow users to make their own choices. Keep materials that are inappropriate for children accessible only to adults.
improving the book collection to better reflect those perspectives	Stick to the library essentials of providing books (physical and audio) and expand the offerings include more authors and points of view. I would rather hear opinions on topics from multiple perspectives (e.g., right wing, left wing, moderates). In the few times I've looked at new books I don't see equal representation.
In this climate of censorship, Novi Public Library needs to promote and assure readers that they will have access to materials from a wide variety of authors and materials and that intellectual curiosity will not be stifled within its walls. The library's role is critical in offering readers open access to books about people who are like them and different from them, people who write materials they agree with and disagree with.	The only role I believe the library should have is having materials that address this topic. I do not feel it is the library's role to instruct in this area. The library is a place to provide information.
Include more Hindi Books and Asian staff to help with International materials especially language and literature books to teach kids our language.	Honestly, nothing. Just provide the books, CDs, DVDs, educational materials, tech resources and so on... When I go to the library in person I see all types of people...young, old, various races and genders plus more. Provide useful materials for education, not politically slanted but both sides, history that tells the true reality whether or not agreeable but just the facts.
Include multi cultural materials	
Improved electronic book options	
Investing in more books and spacing.	
More archive for African American authors	
More books offered from diverse authors	
More faith books included.	
More foreign language children's picture books.	
The west bloomfield library has a much better collection of books on diversity. Specially the tender topics backpack. You goold do something on those lines	
Right now the collections seem like they are going over the top trying to achieve numerical appearance of diversity. They have to make sure it doesn't become off putting.	
Purchase more international materials,please.	
More in house and access to materials from diverse authors. Suggestions on authors with diverse backgrounds	
get more international books, current international language collection is poor	
I can never find Catholic books at the Library. I have to buy all of those on my own.	
I imagine carrying books that are educational or stories on the topind.	
I think it's great that you have that as a priority for collection development. I think you should continue to reduce barriers to access and keep being fine-free.	
Please continue to halt/deny any book banning attempts.	
actually listen to marginalized voices, and include disability in the conversation.	
Set up an area displaying books banned in other states/districts	
Making sure that all community members have access to materials. If a family or individual does not want someone to have access, then they should just say no. They should not have the power to take that away from anyone else outside their household.	
Just providing access to information for people who can't always afford to get it themselves	
Materials for children and teens should NOT include sexuality, only biology.	
I do not know, I know there are materials stocked that speak to and celebrate DEI	

Q17 Please mark your preferred methods of finding out about library news and events. Please check ALL that apply.

Answered: 1,584 Skipped: 614



ANSWER CHOICES	RESPONSES
Library website	67% 1,068
Email updates from the library	66% 1,045
Library monthly e-newsletter	48% 765
Engage magazine mailed to your home	42% 670
Social media (Facebook, Instagram, YouTube)	30% 468
Library app	28% 442
Posters/flyers/calendars at the library	27% 432
Text to my mobile phone	21% 337
Word of mouth (friends or neighbors)	15% 243
Posters/flyers outside of the library	15% 236
Digital signage at the library	15% 235
Local newspapers	15% 234
Other organizations (school districts, County)	11% 174
Marketing based on my profile, usage, and preferences	7% 107
Television/cable	4% 58
Library podcast	3% 53
Total Respondents: 1,584	

OTHER IDEAS AND/OR COMMENTS:

You do too much now! Simplify your messaging w/ great content communication, I think my needs are very well addressed and fulfilled, What I get right now is adequate because I'm always at the library.

Don't overdo it. If I receive too many, I start ignoring everything on that topic or method.

Fox Run

Monthly/weekly newsletter to subscribed people about new addition/updates Did not know of a monthly e newsletter Monthly email calendar of events. Google calendar with library events, Google calendar that I can subscribe to. It has to show up on my phone calendar automatically, ability to add event from library website to my google calendar, Monthly newsletter is too much quarterly or 3 months.

I love the Engage! magazine! It is my 'go-to' for information! The Engage Magazine is how I read about all the Novi Library programs. I love looking through all the Events and offerings in Engage! Even though I don't typically participate, I look forward to that section of Engage and like seeing all the activities in one resource. We love getting Engage magazine...!, Stop sending the magazine to those of us who would rather you not waste our tax dollars.

Novi Note has been a good source of info recently, Since the local newspaper (Novi News) seldom, if ever has news about Novi, it is a waste of time to post with them. Novi Note, on the other hand, is all news about Novi. You would be better served to post information with them., Live radio interviews and radio commercials. Mall pop ups.

Dear Novi Library Staff, Please hear my heart before rolling your eyes. I want to communicate this great compassion: this note is in regards to your "sex poster" hanging on the main floor of our library. I really enjoy our library. It has been a "safe space" for years now after graduating college and having to endure being sexually harassed by a female professor in the course of two years of my education. I, myself, am a woman, and I did not prompt nor instigate her uncomfortable pursuits. I believe your poster is incredibly insensitive to those who have been sexually harassed by the same sex. I have extended family members who have had horrifically worse situations happen to them in their life, spanning 70 years back. Having the words "safe space" on a pride flag is a slap in the face to us who have a remembrance of embarrassment and shame. The Novi City library is an environment built to foster the love of learning. Citizens come by to visit and seek out a topic for their own enjoyment of intellectual edification. Your extremely biased poster is not okay, as LGBT are as equal to heterosexuals. Yet your zealous stance is flawed, as all people make mistakes and have the potential to make very bad choices. To glorify 3% of the population as angelic and incapable of harm, when sexual assault statistics hit a far greater percentage, is disturbing on your part. Please consider, with humility and kindness toward all, to remove your strong politically biased sex poster. As it stands, you certainly aren't inclusive to all people.

Do you even have a library app? It would be nice to have one. Definitely app needed, I didn't know there WAS a podcast or app! Thank you!, Learning of services NPL offers through this survey. Didn't know you had an app or are on Instagram, There is no library app, I miss the app and being able to search/reserve books with it , Would love to have an app devoted to NPL, Current variety of apps are in some instances hard to use, Maybe it could be built into Libby etc, wish you had a library app, I miss the app. Can we get a new app that isn't so buggy as last one. I constantly put items on hold., Bring back the app. I thought there used to be a library app? Something so your card is in the phone.

Publicize programs earlier. Tend to see "this month's" events, whereas "coming this season" with signup for more details typically more useful.

Need to give more advance notice of events. Tend to see events happening "this month", when in reality prefer "coming this season" notification and sign up for reminders more details.

The website is clunky and difficult to use. Could be modernized and streamlined, Should be just easy enough to go to the Novi Library website. But this website is the worse!, I do not feel the library website works well on my phone Website is ridiculously complicated. No emails, The website can use some help. It's difficult to navigate. If you try on a cell phone it's terrible. please bring back the library app,

Keep more copies of best sellers.

DO NOT ADD SPEND MONEY FOR NOTIFICATIONS

Don't overthink this or use resources to spread the word amongst every media. If people want to know what's going on in a library they will go to the website. Or they will read their email and newsletters for upcoming events

I didn't know there were all of the means you list to find out more about the library and will try to engage with those in the future.

Emails, There are many affordable ways to get the news out. Use social media and emails, which cost almost nothing.

I found this survey in the mail. I'm not interested in following the library on social media, but will if I have to. I don't want another app to install or another password.

Tell our kids at school...it may spark interest in them that it doesn't in us, Connect with the Novi schools and kids with some programs at all ages to engage and involve kids, spike their interest to come to the library.

Mail, I think the activities or anything special should emailed or mailed, Please no ads by snail mail there is so much junk these days it's crazy

Feel there's no need to find out

Can you do a youtube channel with one of the students showing what is offered from month to month like a news update? Just an idea.

twitter (2)

Advertising is tough now a days...it's consumed differently based on age group. I like the idea of personalizing a profile. Some like a text, others like an email. Scan a QR code for more info or to sign up...

The digital signage in front of city hall is good for advertising events.

Explain why some books cannot be renewed. Is it because someone else has placed a hold on them?

I'm very busy and this is my best way to get info

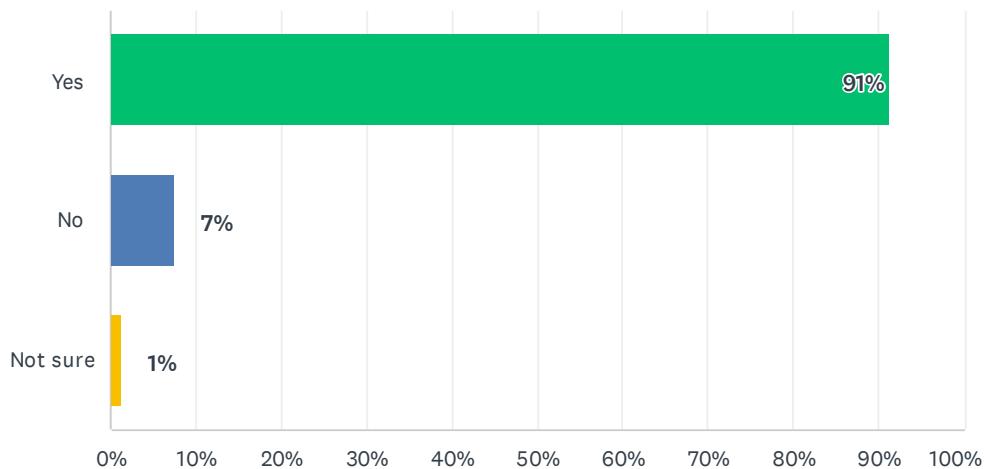
The Library, at the end of the day, is a physical place to go and retreat to a good book. The boundaries expected are quietness and a focused atmosphere. They Library is not a gym or an expo center. The Library is a special place that is very appreciated and perhaps not given enough credit to, as the staff probably need a pat on the back. It may seem as a boring job, but it is fulfilling the great need of decompression and enjoyment.

If the library had something to offer than shared signage at other city properties like at the recycling area, city hall, other city properties. Novi is a white man concept from the 1950's and we are in the 2020's and white is not always right. I am fearful of doing anything social in Novi. I prefer Farmington and Farmington Hills.

Church bulletins, posters in school, public areas.

Q18 Do you have a Novi Public Library card?

Answered: 1,579 Skipped: 619



ANSWER CHOICES	RESPONSES	
Yes	91%	1,440
No	7%	118
Not sure	1%	21
TOTAL	1,579	

IF NO, WHY NOT?

Have a Farmington Hills library card. Do not understand why I have to give up that card. My sister lives in Southfield and has 2 library cards: Southfield & Farmington Hills, I am from Farmington Hills, but I can check out books from Novi library because of an agreement between these towns. I have a Farmington library card that is honored at Novi Public Library. I previously had a Novi library card, I live in Farmington Hills, I'm a farmington hills resident

I am not a Novi residency, I live in another city, Live in neighboring community, Don't live in Novi anymore, not a resident, No longer a Novi resident, Other community, No longer live in the city, Have a card to another local library, I am a Northville resident (2), Northville library card, Have Northville card, northville resident but love your library, very conducive for my workplace, I live in Northville and go to school there. I have a Northville Library card

Live in Walled Lake, I have a Milford library card, My card is actually with Lyon Township Public Library, but I primarily visit Novi Public Library because it is much closer to my home, is nicer to visit (nicer facilities, better selection and services, etc.), and is easier to meet with friends, Live in Lyon Township, my LTPL card provides reciprocal borrowing at Novi, I live in Lyon Township

Live in Wixom, but Novi has better selection of books & programs, We have a Wixom library card but love going to novi library (we live in Wixom but drive out to visit you guys! Lol), Have one from another local library which is my county's library (Wixom)

Card from a network library, I have a LTPL card and if I check out books it is under TLN, I have a LTPL card and if I check out books it is under TLN, I have Livonia card. & Can use it in Novi & Faington, I have a library card from a neighboring city I can use at NPL.

Not yet just moved in November/December, Gettin a library card this week. Moved here recently, Recent resident, New to area, Just moved here getting one next week, Recently moved to the area, moved here recently and haven't gone

Please let our library cards be permanent - or renewable every 5 years or so, It expires every year whether I used it every week or not at all, I have one but your desk didn't renew it correctly, Renewing yearly is annoying. Renewal should be available on-line once the library card has been issued, The practice of annually renewing a library card seems completely unnecessary, for your work load as well as the bother of renewing the card every year. I have lived in Novi 45 years and don't think I need to renew my card every year.

It expired (5), Mine expired; I was surprised it was only good for one year and haven't been back to renew quite yet, It's expired, Might be expired, Not active, its out of date?, Had a card but it expired after one year.....my experience w/using the parking lot made me hesitant to renew it, I used to. I'm not sure where it is. It expired and now I go to school in Ann Arbor, EXPIRED AND NOT INTERESTED IN RENEWING, Sure it's expired by now, I think it expired, mine has expired, needs to be renewed, forgot to renew

Have not found optimal time, plan to do soon!, Have not yet taken the time to get one, Never got one when moved here 7 years ago, haven't lived here long enough to get one, but plan to soon, Haven't got it yet, Cause u had to go in to get it

Use interlibrary loan

Not needed for services I use, Haven't needed it yet, Not needed

My husband and kids have the card

I've never been at Library to get one !

I do live in Novi.

I don't know the requirements

Haven't felt a pressing need to visit the library during the past 5 years that I've lived in Novi. I Haven't felt a need to get one

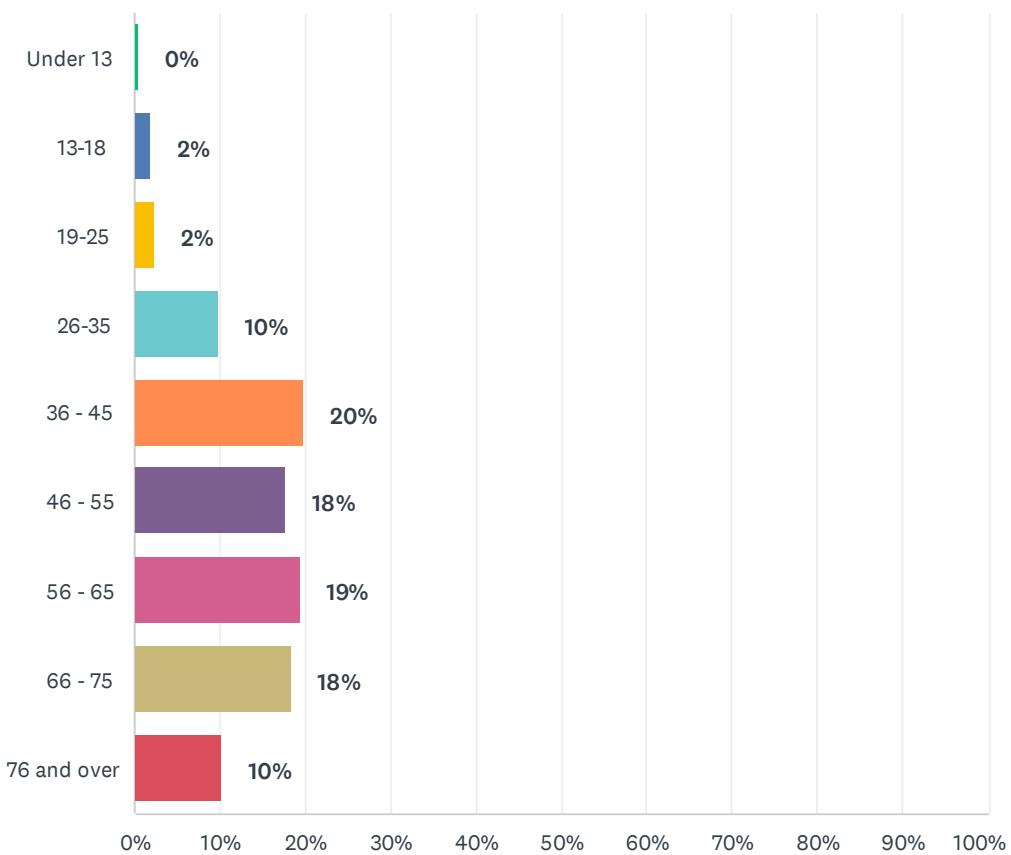
I never went but would like to take my kids in the future

Going to get one later this month, Need to get one, Haven't gotten around to getting one, but do feel strongly everyone should have a card, Will eventually get one when I run out of books at home, Haven't been to the library in a while., plan on signing up soon

My son is 3 and I was told that he can't have one until he's older, this bothered me because I think as soon as the parent wants to teach their child to use the library they should be able to and know my son would get a lot out of the responsibility

Q19 What is your age?

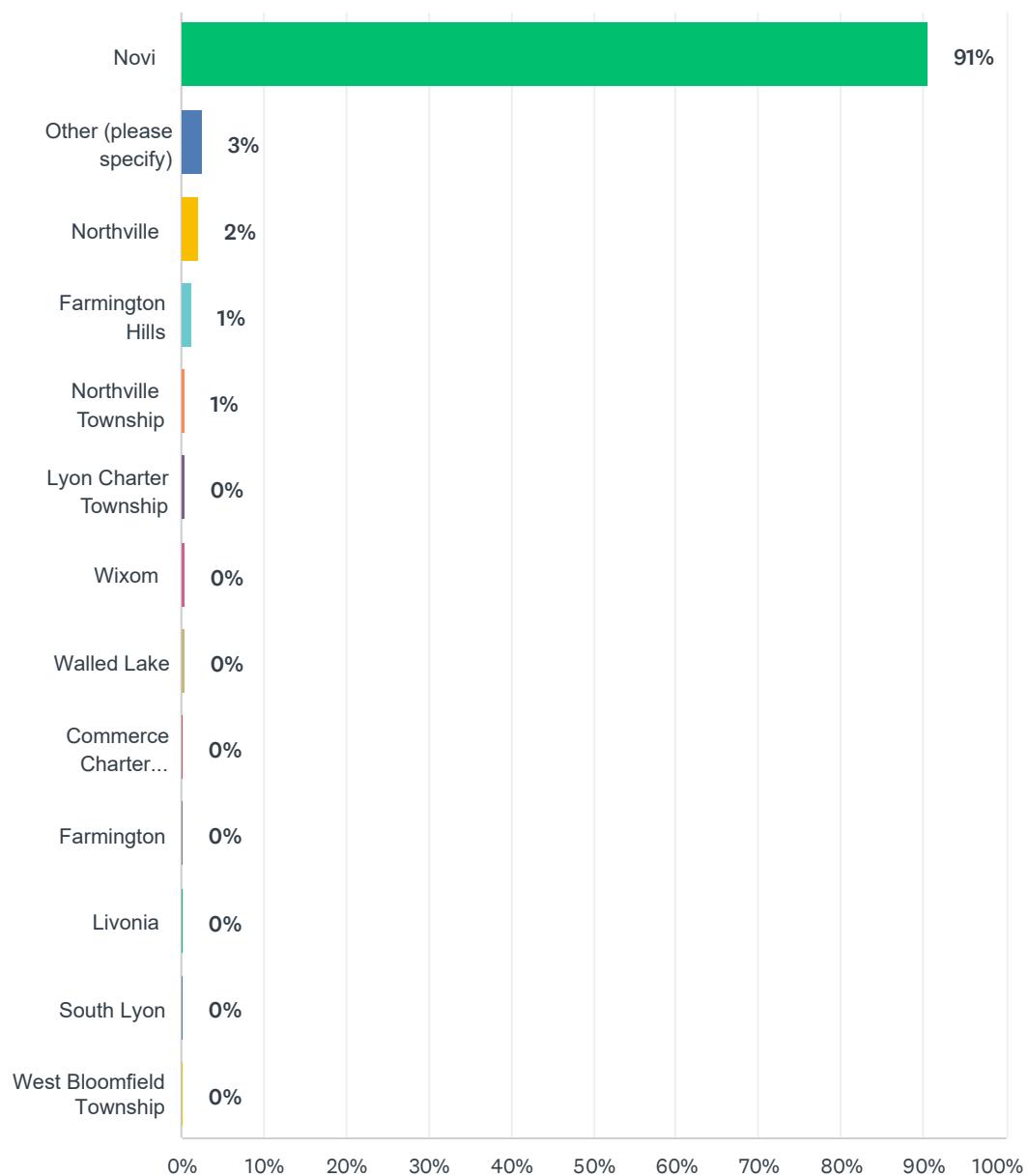
Answered: 1,560 Skipped: 638



ANSWER CHOICES	RESPONSES
Under 13	0%
13-18	2%
19-25	2%
26-35	10%
36 - 45	20%
46 - 55	18%
56 - 65	19%
66 - 75	18%
76 and over	10%
TOTAL	1,560

Q20 In what city / community do you live?

Answered: 1,579 Skipped: 619



ANSWER CHOICES	RESPONSES
Novi	91% 1,430
Other (please specify)	3% 41
Northville	2% 34
Farmington Hills	1% 21
Northville Township	1% 8
Lyon Charter Township	0% 7
Wixom	0% 7
Walled Lake	0% 6
Commerce Charter Township	0% 5
Farmington	0% 5
Livonia	0% 5
South Lyon	0% 5
West Bloomfield Township	0% 5
TOTAL	1,579

OTHER (PLEASE SPECIFY)

Northville address, Novi taxes (off Meadowbrook between 8 & 9 Mile Rd), I live in Novi but have a Northville zip code and use services in both communities, Have Northville mailing address and Northville Schools, Novi taxes northville mailing, I live in Novi with a Northville mailing address, Northville/Novi, Noville/ Novi/Northville

Ypsilanti

Clarkston, but I work in Novi Schools, I work in Novi.

Milford Twp., Milfors

Novi Township (2), Our address is Novi & our schools are Walled Lake

Westland

Wayne County

Waterford (2), We relocated from novi to Waterford

Ann arbor (3), Ann Arbor/ Southfield, Saline / Ann Arbor

Howell

Taylor

White Lake (2)

Southfield (2)

TLN area

Brighton

dearborn

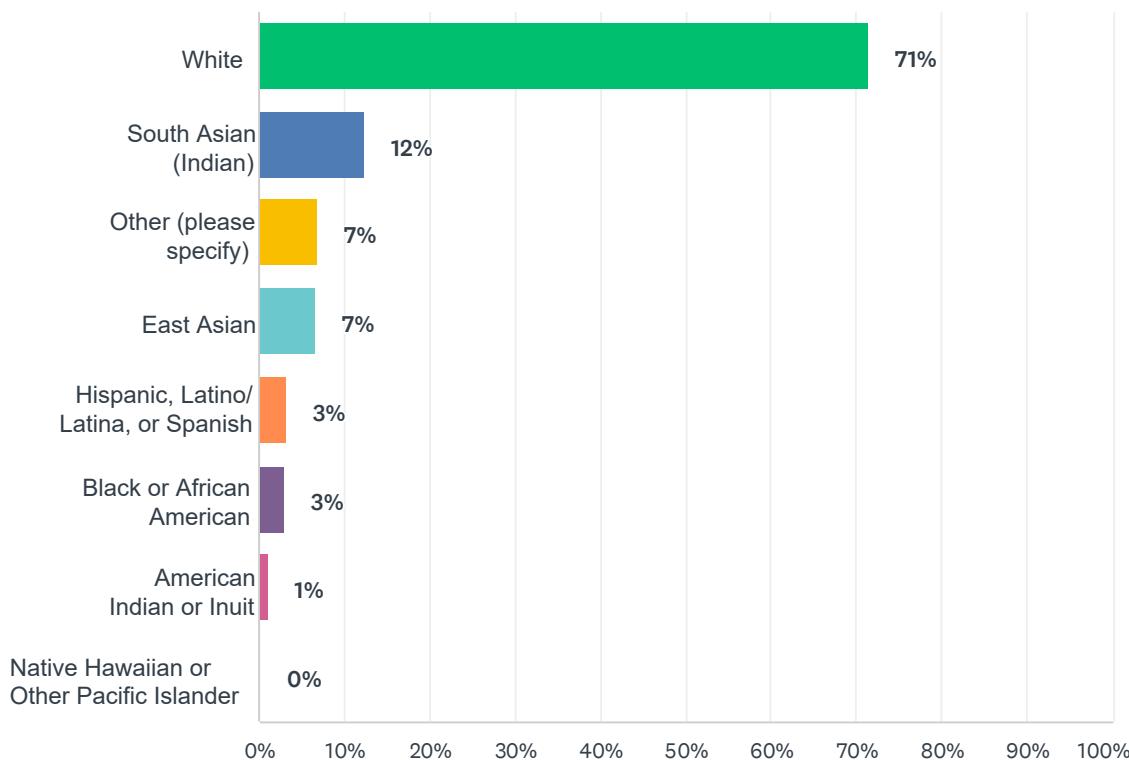
Detroit

Fox Run retirement community (2)

Moved to Ohio

Q21 How would you describe yourself? Please check ALL that apply.(Optional)

Answered: 1,430 Skipped: 768



ANSWER CHOICES	RESPONSES
White	71% 1,020
South Asian (Indian)	12% 178
Other (please specify)	7% 99
East Asian	7% 94
Hispanic, Latino/Latina, or Spanish	3% 46
Black or African American	3% 43
American Indian or Inuit	1% 15
Native Hawaiian or other Pacific Islander	0% 3
Total Respondents: 1,430	

OTHER (PLEASE SPECIFY)

us citizen, Foreign born, US resident. (2), American (2), I am a rare breed I am an American, Racist question. I am an American, Proud American, South American, american indian

Why does this make a difference, This is a racist question, This shouldn't matter at all. My point exactly..Racist question. I am an American, Human (2), Normal, doesn't matter, None of your business, not racist, not be important, Spacekin, Stop using race, not relevant, That's irrelevant and racist, Human - 1 Race, Female, How is this important?, See what is this crap and why does my race matter, Why does this matter?, This is not important to you to provide good service to all residents, non of your business, What does it matter?? All should be treated the same!!, Because of my experience with the Novi Library DEI, I am not going to say. I don't want another excuse for the library to categorize me how *they* think I think/feel based on this, nunya, Other (3)

White is not that I'm all about!, white or European American, I'm white (2) and I'm proud!!!, Isn't there a better term(s) than White yet?, white isn't a race, Genetic pool identify as a white, Northern European ancestry, all future generation will also. Mexican/Spanish genes, British, European descent, European, Russian!!!, Jewish

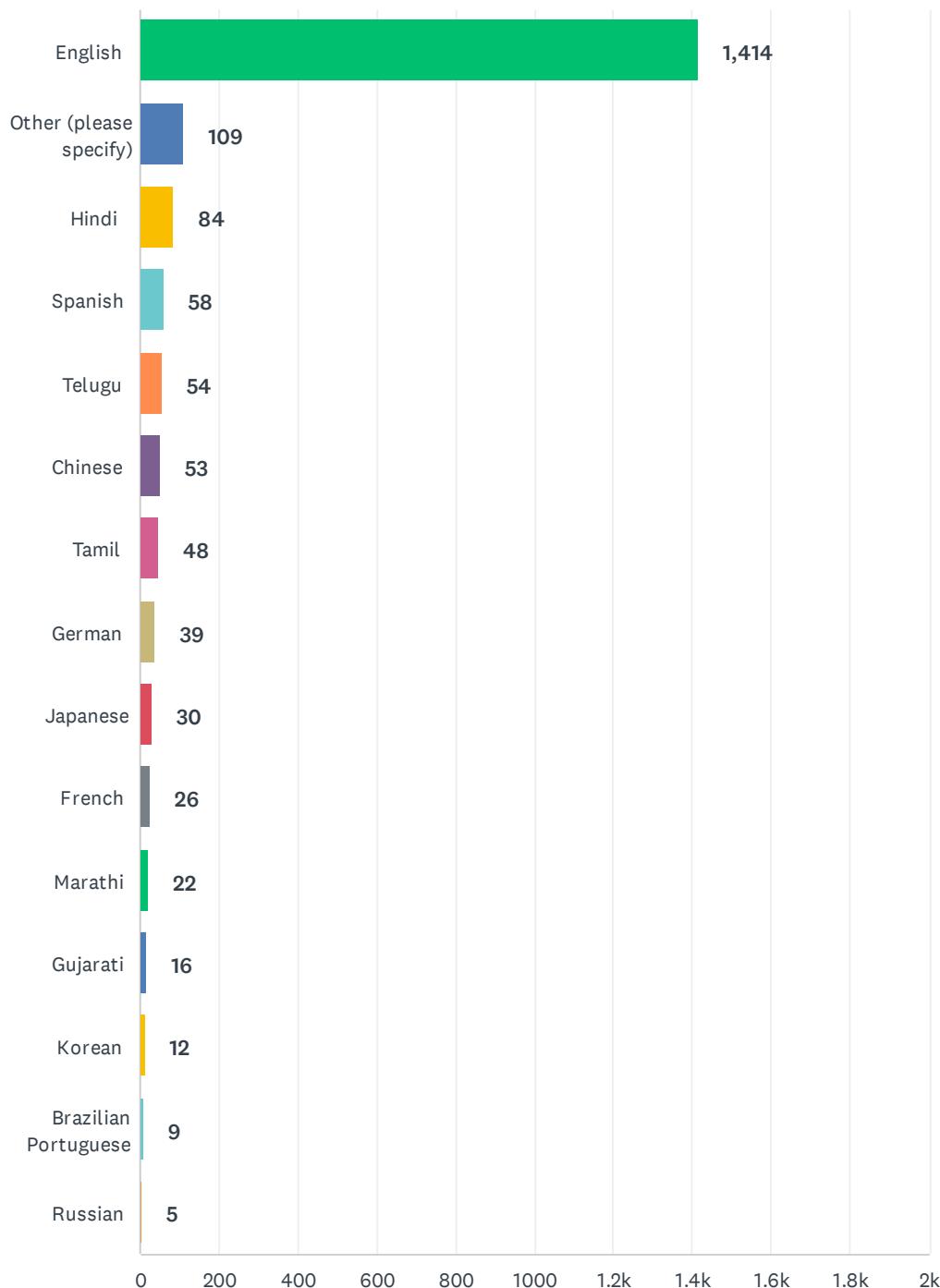
Multi, Multiethnic, Mixed, Multiracial, Mixed: Half Asian and half Caucasian Should, Ethnic mix, A mixed breed, white with a trace of Native North American

Middle eastern (4), Middle eastern (why no option box for us), Middle eastern (why no option box for us), Arab/middle-eastern, Middle East (Egypt) North Africa, Armenian

Asian, Asian - Filipino, Filipino, Chinese, Japanese/Arab, Korean American, Asian from Latin country, baba, my wife is Chinese, Asian (Pakistani), Pakistani, Bangladeshi, SIKH, Indian, Southeast Asian (2), South west asian

Q22 What languages are spoken in your home? Please check ALL that apply. (Optional)

Answered: 1,470 Skipped: 728



ANSWER CHOICES	RESPONSES
English	96% 1,414
Other (please specify)	7% 109
Hindi	6% 84
Spanish	4% 58
Telugu	4% 54
Chinese	4% 53
Tamil	3% 48
German	3% 39
Japanese	2% 30
French	2% 26
Marathi	1% 22
Gujarati	1% 16
Korean	1% 12
Brazilian Portuguese	1% 9
Russian	0% 5
Total Respondents: 1,470	

OTHER (PLEASE SPECIFY)

Again - the needs of the many outweigh the few!, STOP using race it doesn't matter if you're asking what a person need, does it?

Kannada (10)

Some "other" languages - ESL (Master's Degree), some Yiddish, some Spanish, French Bengali

Bulgarian

Where is Greek? Greek

Punjabi (5)	PUNJABI - there is good amount of population	Danish
Polish (7)	latin, Pig-Latin	Welsh
Vietnamese (3)	Indonesia	Sindhi
Farsi	German (2)	American Sign Language (not fluently)
Tagalo (6)	Taiwanese	Maltese, Czech
Italian (7), Sicilian	Lithuanian	Beagle
Bengali (6)	Ukrainian (3)	Marathi
Arabic (12)	Armenian	Faasamoa
Malayalam (5), luxembourgish malayalam	Persian	Romanian
Urdu (5)	Hebrew	Filipino
Croatian (2)	Dutch	Mindanao
Chaldean (3)	Tamil	Catalan

Other, American!, White elderly female with varied interests, None of your business, Dave a unique form of English developed over 50yrs

Q23 Is there something we've forgotten? Please provide any additional thoughts, ideas, and/or suggestions you have about the Novi Public Library.

Answered: 492 Skipped: 1,706

Spaces/Building/Tech	
- have a couple more wipes around to wipe desks, keyboards, spills - having Starbucks being a little more eco-friendly besides paper straws, such as occasionally having edible spoons, forks, instead of just throwing them away	Limit the number of young people hanging out to socialize OR create a specific area for them to be in. That way, they don't interrupt others who are studying or working on a project.
Better children's area with reading nooks and play areas. Enough parking spaces...designated for seniors	Love to see an art gallery for artists besides the small photo gallery for photography club.
Entering and exiting is awkward and inconvenient. I worry I will be hit or back up traffic behind me as I attempt to turn left out of the lot. I am not sure there is anything that can be done, though. Maybe a traffic light or another way to exit would be helpful. I try to stay away from about 2:30-4:30pm when school lets out and parents pick up their kids due to all the traffic on 10 Mile.	Makerspace is excellent. Please continue to keep making the excellent updates to this room as you have been doing over the past 2-7 years! Thank you!!
Fix the freezing cold design on the front doors	Many tables at the library sit 4 or so people, and there's usually only ever 1 person sitting at each. More seating for individuals would be appreciated. The ones that are available feel hidden in the book shelves area and foot traffic is higher than normal there. I also have never been able to get a room to study in, they're always full, and there so many seats out but no one wants to sit at a table with someone else. It isn't like a school so it doesn't feel the same to sit with someone where chairs are available.
Have appreciated the quiet areas and computers for studying when taking Masters classes in recent years.	I also find that I don't really know the entire library, more signage showing areas you are free to roam would be nice. Some areas I feel are off limits, and I don't know if I am correct in that.
How about you guys add a area where babys and kids under 12 can play and/or study parents can leave their children and have someone looking at their child(or children) in that play/work area.!	More parking.
I think the grounds and entrance area could be improved by planting native species. Planters would be nice.	More small group space good for adults during day and kids after school. I don't come in evenings because it's too loud and can't get private space. I dont come in morning because it opens too late.
I think the library is great. I like how it has so many things to do besides just reading books. My only disappointment is that it is not centrally located. It is nice to be near city hall and great for high school kids but for others it is a bit of a drive to get to.	More spacious layout.
I will just like to, maybe, have more study rooms or phone calls cabins.	My kids (10, 12) love the library and my only gripe is that often in the kids section there are very loud teens at the tables. I wish they could be asked to be quiet or go somewhere else. This happens all the time so my kids never want to stay and read at the library (me either).
I would like to see improvements on the childrens play area. It's such a great space but I feel like it is underutilized in comparison to other libraries in the area.	Also, the play area is lacking and feels sterile, not like other library kids areas. We tend to just get books and leave since the children's area isn't inviting.
I would rethink the traffic pattern of parking lot/entrance/drive thru. Not safe.	Please spend the money to connect the library parking lot to the Novi High School parking lot directly to the East near the tennis courts. It is very difficult, especially as I get older, to turn left heading West out of the parking lot entrance/exit on to 10 Mile Road. This is a safety issue and it is much safer to exit the library parking lot to the East where there is a traffic signal. To be honest with you, not having a safe way to exit onto Westbound 10 Mile Road after visiting the library is the main reason I do not visit the library more often. This connection between the library parking lot and the school parking lot can be made and I do not know this has not happened in the 34 years I have lived in Novi. Thank you.
In the afternoons once the high school gets out the library is overwhelmed with high school students. It is very hard to bring my three young children to the library because these high school students are all sitting in the children's section. It would be nice if there was a different place for these students to go.	Please teach highschool students to respect the library and others visiting. The language and behavior is so much more out of control than before the pandemic. There are areas on the first floor where the students are so loud and spread out that it is difficult to find a place to even speak quietly. Thank you for opening the small acitivity room for those of us who are trying to help students.
It would be nice to have a "place in borrowed books here" spot or shelf outside of the bathroom. I've tried leaving books in the lobby on the holds shelf and people have taken my books 2x now.	The computers and the ipads kept at the entry level needs to be shifted to a different area so that kids get to explore books or play in the toddler area with physical objects.
It's a very welcoming space with a variety of activities and very kind people! One big thing though would be more space for the amount of kids coming in. The teen space is a good example of a spacious area that fits perfectly to students needs.	Given the option between an ipad and a book, the ipad always wins. In this gadget-heavy world, library needs to be devoid of gadgets at least for children so promote the love of reading through physical/paper books.
It's too loud in the children's area. People use it as a day care and don't use indoor quiet voices.	The I would like a space were people can read peacefully . The periodical section has become the new high school cafeteria. I like the idea of teens coming after school, and to have social areas. lately thy have taken over the library as a social area. I am a senior but I would have this opinion if I was much younger
Keep the furniture cleaner and when replacing, get durable wipeable material.	The iPads and computers in the youth area have taken away our children's excitement to look for books. Our kids complain that they only want to play iPads and try to rush finding & reading a book so that they can play on iPad. I have also seen kids fighting for iPads or sulking when iPads are occupied. I wish they were in a less visible place.
Provide many quiet spaces with nice ambience like a fireplace or windows and comfy chairs. Don't turn the library into a social center. Make sure events are away from those who are using the library for what it was intended - reading, learning, relaxing, in a quiet and calm environment	The last time I used the Mens room the water for washing your hands was way too hot, I mentioned it to one of the checkout persons but I don't know if it was taken care of since I haven't been back since noticing it.
Provide space (rooms) for after school students so other patrons can enjoy the library during that time. Some serious students need private space, others need a social space and others need a space to eat space.	The parking lot and traffic flow is extremely dangerous and difficult. Something needs to change. Starting with traffic flow for book drop off and pick up of people in front of the building. It is truly a dangerous situation particularly for children.
At the present time, everything is an overflow of these needs. There's also the issue of eating and drinking in book space and litter left on tables and floor.	
My visits have been curtailed only to mornings which I cannot always manage to avoid this scenario.	
Quick pickup parking is still an issue even with new designated parking spots	
Also don't like cafe. Very noisy and disruptive especially when kids are dismissed from school. If you're going to have one, should be enclosed, not open to rest of library.	
Thank you for adding short-time parking to the library parking lot.	
Thank you for a communal place of sanctuary.	
The book racks on the 2nd floor are too close and too dark to see the titles easily. You might remove a few tables and spread the racks out to provide a little more space for bending over and trying to read the lower shelf titles and have better lighting. Larger "New book/movies" section to display them better. I rarely see people looking the new books (non-fiction area). Also, consider not using the bottom shelves in adult areas. It's getting a lot harder to bend over and see the titles (even with my glasses on). Thanks	

Spaces/Building/Tech - Continued

The traffic situation on 10 mile makes it very difficult and sometimes even dangerous to exit the parking lot at certain times, especially when turning left. I wish there was either some kind of traffic regulation (like a light) or a connection to the High school parking lot so the street there (with a light) could be used. The uncomfortable parking lot exit at the library lot is the main reason why we are not using the library more often.

I am not super familiar with the layout. I find it a little difficult to find my way around. More prominent signage would help, or a better, easier map as you enter, so I know right where to head. It's a beautiful library.

Vehicle and pedestrian access to the library is really bad. You have people blocking the entrance waiting to pick somebody up at the library. Instead of parking their car in the lot and waiting there, they wait right at the entrance to the library. Sometimes there are several people in line waiting to pick somebody up and the line of cars goes to Ten mile road.

Wish you would try harder to get the picker uppers out of the no pick up zones. Not sure if smoking is allowed in the parking lot.

convenience and location of our facility.

The only additional thing I can think of is that, perhaps, it would be useful to have more study rooms available, since these always seem to be a hot item that people 'run' to as soon as the library opens (and which fill up "very" quickly). Trying to get a study room when I need it is my biggest source of anxiety with the library.

It's a very nice library with a comfortable environment.

The first floor area is too loud when the high school kids come in and don't go to the teen space.

I would like to see improvements in the youth space where the Novi sports car used to be. (thank goodness the library finally got rid of the sports car!) Toys are dirty, have missing parts, and are run-down. It's a big space and could be used for something more exciting and interactive. Surprised that it's been neglected for so long.

I love the library. It is an amazing place to be. Thank you for your work to make our space so amazing.

Space for online teaching with unlimited reservation and possible job training spaces/ various certification test spaces/ bus pass purchasing/ lap top and software purchasing/ tech support for personal pc

I miss the cafe

Love the spaces that are available to the community.

Please include activities for special need kids. Dedicated place/room for such kids and tovs.

Access/Outreach

To repeat an idea I presented earlier in this survey ----- a big, big service would be a delivery & pick-up service at at Novi senior / retirement communities.

This idea deserves some serious thought & attention. I hope this idea is not automatically, quickly disregarded. I'll help - call me at 248-XXXXXX at Fox Run / Thanks, Jim Gualdoni

There are many Asian elders lives in Novi. Some of them do not speak English. They can not drive either. It would be really helpful if there's shuttle buses to take them to library . Such as Liberty park, there will be a lot of seniors need this convenience

For sure, keep Outreach. Elizabeth is great.

Our neighborhood is excited to be getting a Novi Read box at Brookfarm Park that is serviced b the NPL. It really will increase the joy of reading for people in the area.

I dislike that the seating by the windows in the children's area has been taken away. There isn't enough seating in the children's area when I came with my babies. The play area was full and seating they pulled from the windows were full. The seating by the windows were a nice quiet cozy area that parents like to sit with their children's and read. It was a shock when I saw the library had moved those seats. I was left uncomfortable trying to seat in these small seats trying to read to two busy toddlers in chairs by the book section. The soft chairs that use to be by the windows in children's area the kids enjoyed looking outside and reading. I feel there should be more soft chairs added back by the windows.

The other situation is the printer not working in the children's area. I use the printer a lot and noticed it's been out for a while. I don't like having to ask the librarians to print out personal documents or going upstairs with two toddlers to print.

I am very proud of the new facility though it took several voting referendums to push it through.

I would prefer to have a noisy place in library where young kids can be themselves. If we parents constantly nag them to stay quiet, they loose the interest of coming to library.

Do something with the teenagers. They have taken over the library. My young children are uncomfortable coming in when they are there. They are in the magazine room, the kids area and on the floor. Also, the library is a mess after they leave. They don't clean up after themselves. No food should be allowed. The play area is a disaster. Again, it's dirty and parents allow their children to be destructive. The community is not respecting the library. Get rid of the cafe and the majority of your mess problems will be solved.

We love the story times. They are the highlight of our week. Miss Linda is the best storyteller you've ever had. We absolutely love her. She is so much fun and so sweet to my kids. She's a gem!

1. Please keep the library quiet ... the noise / talking rules have loosened too much ... for example, tutoring should be in a closed area.

2. The new spinning displays for new DVDs are poorly designed and hard to use ... not enough of the DVDs are at eye level for easy scanning (for adults).

1. Please keep library common areas as quiet as possible ... for example, tutoring should be in a room

2. Clean computer keyboard surfaces more frequently ... many times a day ... some are very dirty

We love the steam kits and all the materials available for children but wish there were more items available for children to use at the library, an audio book listening area, a play area with some Steam toys, etc. An open playtime after story time in the large group room would also be nice.

COVID

Thank you for all you do. The Novi library was critical to my sanity during the pandemic/lockdown 😊

I love the library and have been especially grateful for the digital content the past few years since I am at high risk for Covid complications.

Love the availability of online Libby for books. With winter and covid issues I can always get a book to read! 😊. Thank you for all you do!! 🙏 🙏 🙏 🙏

I just want to say how much I appreciate how the Novi Library handled the covid restrictions and how it made materials available (and temporarily changing the renewal policy) throughout lockdown and the days following.

<p>Love the Library</p> <p>We came to the library weekly when my children were young, and I hope to bring my grandson there eventually. The library has always been one of my very favorite places!</p>	<p>Having lived in different communities I am incredibly impressed with your library.. It is beautiful and inviting and filled with wonderful opportunities.</p>
<p>I love the Novi library and I think it does a great job of offering a plethora of useful services to the community.</p>	<p>Great survey, exciting for the future of the NPL. I recently started listening to the Novi podcast and am very much enjoying the content and connection to community. Happy to see the library doing something similar.</p>
<p>I understand the need for improvement through strategic planning, but I feel that the Novi Library is the best in the area.</p>	<p>Compared to other libraries I have been to in the past decades, Novi has gone above and beyond to guide me to sources of information, find my way around the library, helped enrich my personal collection of books and reading availability (Friends of the Library exchange and finding out about books I have never heard of or seen).</p>
<p>I think you do a great job and I especially like the donation bin so I can share books I've completed with others.</p>	<p>All aspects of the Novi Library are excellent. We're so fortunate to have such a well run and well equipped library in our community.</p>
<p>I think the Novi is excellent and we should do everything to maintain that excellence</p>	<p>Very proud of the facility, materials, and impact on the Novi community that NPL provides!</p>
<p>I think the library has always had an ambitious set of goals in areas that, growing up, I wouldn't have felt a library needed to be involved in. I think the library is filling in for needed gaps that other organizations aren't doing (or are overwhelmed with). Even though I'm sure there are ways to improve, I applaud the library for stepping into address issues they see in our community</p>	<p>We enjoy going to the Novi library. They have a large selection of items and resources for our family.</p>
<p>I really enjoy all the different events the library offers. I have a very limited income and the library makes it possible for me not to feel so isolated.</p>	<p>We're really happy about the foreign language conversation groups starting up again! We'd love the foreign language children's story times to start again too. We really love the Novi library! Thank you for all that you do!</p>
<p>I love the "hold" shelf self serve and the self check out. It is important for a community to have a good library. I also really like the web site where I can search for books and put them on hold.</p>	<p>When I drive by the library, I am constantly impressed with the number of cars in the parking lot at any given time of day. I hope we can continue to make improvements to keep up with our ever-changing community. The library is a vital part of our Novi community.</p>
<p>I have been happy with the library. I use the website or apps to borrow books. I have no complaints. Please just never have drag Queen story time, and I'll be perfectly happy.</p>	<p>We love the Novi Library, keep up the great work. You are a great asset to our community!</p>
<p>I generally find that Novi has a lot of services for the community and a lot of programs. I love my library!</p>	<p>We love the Novi PL and simply thank everyone involved with it for making it such a great asset in the city!</p>
<p>I have always thought of a library as a place to get books but I'm amazed at the community center that has evolved from a book lender!!! Our library is a delightful place to gather, socialize, learn...and still find wonderful, and brand new books to love ❤️</p>	<p>Wonderful library! Thank you for all your work to make it such a valuable resource for our community.</p>
<p>Almost enough so to forestall my usual nomadic style and continue living I applaud the efforts that have been made to create the fine resource of the NPL. Please continue to move forward with improvements and refinements, using the examples found at other excellent municipal libraries and information gathered from the Novi Community and its patrons.</p>	<p>The Novi Public Library is a great place for students and families to come together, learn, and spend time with one another.</p>
<p>I appreciate all it has to offer to the community.</p>	<p>The Novi Library is a wonderful resource for our residents. Every time I visit, the library is bustling with people of all ages. It's great to see!</p>
<p>I am a library employee myself (in another town). If I didn't already spend 7 hours per day in a library, I would definitely spend much more time at NPL - it is a fantastic community resource! In the past, I have been privileged to work with NPL staff on occasion, and have found NPL to be exceptionally open to collaboration. Keep up the great work!</p>	<p>Thank you for the summer concerts.</p>
<p>Great job including entire community. Always felt heard and well taken care of. My teenagers really enjoy all the library amenities.</p>	<p>Thank you for all that the library does! We love the childrens programming, services, selection of books and other materials. The removal of fees is so fantastic too! Thank you thank you for your support in our community!</p>
<p>Great library and staff. Love the music programs..</p>	<p>The library is a very special place for me. I moved to the US from India in middle school, and I still remember the day I got my library card — I was so awestruck by how big and impressive the library was, and how much there was to do and read. The library was there for me during my first American summer, ready with movies to watch and books to read. When I came to high school, I'd come here every single day after school with my friends, and we'd hang out and study — some of my best memories are from those days. In my junior and senior years, when my mom worked late, the library was a second home for me. I wrote my college essays here, I studied for important exams here, I bought some of my favorite old books (from the Book Nook!) here. I could always count on the cafe for a hot cup of coffee and a sandwich when I was hungry, and I could always count on the comfort of the library and the staff during the times I needed it the most. This library had no small role in raising me, and I believe it should play that role not only for other children, but also adults in the community. It's an invaluable beacon of our city, and I hope it continues nurturing culture for many, many, years to come. Thank you Novi library!!!</p>
<p>Great library with easy access due to the hours they are open.</p>	<p>The library is a wonderful city asset.</p>
<p>Great place</p>	<p>The library is a wonderful place for our community and it is thoroughly being enjoyed.</p>
<p>From what I hear, you are doing a fine job, especially supporting us at Fox Run. Keep it up!</p>	<p>The library is critical for local teens and children. Love the access to digital materials thru Libby.</p>
<p>I am always impressed with and brag about the NOVI Library and its resources -- doing a strategic planning process is terrific!!! KEEP IT UP:).</p>	<p>The library is a beautiful, well-managed space.</p>
<p>I am an elder senior and enjoy reading the large print selections that are available and spending time reading and relaxing in or outside the library property and browsing the magazine section and enjoying some of the extra specials available from time to time!</p>	<p>The library is one of the gems of the Novi community. Please continue to provide the great service you have been providing to the Novi community. I look forward to seeing the recommendations that come from this survey. Please share those with the library community when they are available.</p>
<p>The Novi library is one of the best public libraries I have ever seen. We're lucky to have a great library like this in our community. Thank you for everything you do.</p>	<p>The library is responsive to community needs and provides a wide range of resources and programming to that community.</p>
<p>I love my library. Glad it's there when I choose to use it. thanks for all your efforts.</p>	<p>The Novi Library has always tried to be on the leading edge of change while still focusing on promoting reading within the community. They offer a welcoming place to meet, to browse, to study, to learn and so much more. Just keep doing what works.</p>
<p>I love our library! (10) Thank you!</p>	<p>what I have seen of the people using it they feel the same way. Most people I have encountered there have been very nice people. You have done a great job</p>
<p>I love the library and visit regularly. Thank you!!</p>	<p>Keep doing a great job! Thanks for sending this survey.</p>
<p>I love 🌟 our library. I think it's the very best part of Novi.</p>	<p>Keep growing and meeting the needs of the current population.</p>
<p>I think Novi Public Library is doing a wonderful job.</p>	<p>Keep up the good work</p>

Love the Library - Continued	Collections
Keep up the good work! We love our library! I only wish that I had more time to go to the library for materials and programs.	Love large print.
Library is doing its best it can.	Love lucky day
Library is very efficient and helpful to community and learning has no expiration age. Reading and learning is fundamental.	We hope to see more Christian content for children and adults:
Love lakeshore library too!	We wish you would increase the number of books that can be placed on Hold, since the demand is so great. I just got put on hold for a book with 126 people waiting for it. More options (than 5) would give everyone more opportunity.
Love love love the Novi library!	Cookbook section could be organized differently. more cookbooks needed. New cookbooks need to be displayed or put in area where they can be identified.
Love the library. This was a comprehensive survey.	Can you add more books to your space?
No I enjoy your library especially concerts and ICube.	Also, just another reminder to be careful where you stick your Novi Library sticker on the magazines, the rear pages often have content that your stickers are obscuring, especially on the Consumer Reports magazines. Thank you and keep up the good work.
No; public library does a great job, better than other places I've lived.	The library does a great job serving the community. It would be wonderful to have a bigger selection of books and DVDs (that's how we use the library)
Novi library is doing a great job!! (4)	because we do use MELCAT more than we would like to, but the library is a good source of information. Thank you.
Novi Public Library is an excellent institution on the cutting edge.	Though I use the Farmington Community Library most often, I have found books at the Novi Library that I was specifically looking for that Farmington did not have. I am happy about that.
Novi Public Library is outstanding and a huge community asset!	We'd then have a greater diversity of materials as it would reflect members of the community.
Novi public library meets my needs. It is a larger library because it serves a large community. I noticed that there are a lot of programs going on at this library it's very busy a lot of large group events takes place here. It serves a large community.	Please be more current on purchasing best sellers
NPL is one of the best places in Novi.	Need access to more copies of digital books. The wait is too long for new releases.
NPL is truly an incredible library. Thank you for all you do! Keep up the great work.	Need more digital library resources. The waitlists are too long and lots of books aren't available
Our family loves the Novi Library and we are very grateful for it!!	Need to have more Text books about computer technology learning
Our family the loves the library; thank you for doing your best!	My pleasure is the large print selections. I think the library network is a great advantage to acquiring books from other locations!
Overall a good library, I think a few small enhancements (as noted) would help optimize.	Most important is a good selection of ebooks and audio books.
Overall, I'm very happy with the library and I find the staff very helpful. It's a nice place to visit.	More new release books in the Digital library
Thank you for asking and great job, we appreciate you!	More digital loans
Thank you so much for your service to Novi.	More copies of best sellers
Thank you.	More access to recent popular ebooks. I think your library lending group is too small.
The Novi library is a rare gem in a community.	Love the digital loans!
Thanks for your service - Keep up the great work	increase large print book section, subscribe to additional magazines. i think its great that Novi is part of the library network
You are doing a great job, keep it up.	In Overdrive, the limit on books or audio suggestions to the library are limited to one a month. Not fair. I can suggests physical books as many as I wish. Why the limit?
Collections	hard copy.
If there is a ways to request books from Libby app ?	My only suggestion for improvement would be to have newly published books on the shelves more quickly.
I'm pretty much an e-reader. Please continue to support e-books and audio-books. Use Libby and Hoopla. I love them both.	A small but positive change in many libraries lately - clear labeling on all book series to indicate the number in the series.
I would like to see more options available electronically. Most times I look for a book on Hoopla, it is not available. Also, more books in each book club kit. (I belong to a larger book club)	Would like to see more telugu language books
I would like more of Tamil books like the famous novels Ponniyin selvan etc. But didnt know the process of requesting one.	Would like to checkout some foreign magazines like tamil.
I use MelCat to interloan print books, but my understanding is that I can't request Audio Visual materials (such as audiobooks on CD) as Novi doesn't make their AV collection available for MelCat loans. If this is still the case, I'd like to see us reconsider that policy.	Video game collection (Auburn Hills library is too far away).
I think it's great ! Lots of materials available	Allowing movies & video games from other libraries to be shipped and held at Novi for pickup would be great.
I love the ebooks so ensuring broad tange of selection is important to me.	Thank you for providing a variety of resources through hoopla. I use it often on my smartphone.
I have to wait far too long to electronically check out a book! -especially popular books	Get Part 3 of the Power Broker audiobook! I've gone through Parts 1 and 2 and am still waiting to find out what happens to Robert Moses in Part 3.
Having used OverDrive for years, I am disappointed in Libby. It is difficult to navigate to find anything. I read a variety of genres and don't seem to be able to find what I am looking for. I am seriously considering Kindle Unlimited.	1. books not being available that I am interested in
Have more books about world and countries and their histories	I love using the Libby app and the ability to download e-books for free through the library. I read so many great books during 2022 and it makes the library so much more accessible to me! Would love to see the library get earlier releases of my favorite authors, or find a way to alert users when books are soon to be released (not sure if this would be through the library or through the library app).
Have games for teens	I especially appreciate that I can reserve a book from another library if NPL doesn't have it.
Have tried many times to get my small child an early literacy kit but they always fill up with in minutes of being posted online. Don't know if there's a way to ensure other/new kids are able to get them. But that has been very disappointing over the years to have never been able to get one.	Libby
Excellent library with very good programs but I find the collection of books sometimes limiting. I'm in a bookclub that reads a broad genre of books and often have to get them from the Farmington Hills or West Bloomfield library if they're not on hoopla because Novi doesn't have it.	Love the book kits for my book club, access to multiple libraries.
Creating a place to suggest books to add to the library's collection	Also wish that there were more STEM kits for the 3-5 age range.
Digital library needs to be expanded to include more books and more copies of the books available. It takes a long time on wait list to get access to Kindle books. It's much faster to request a loan on an actual book.	Placing holds and receiving material from other libraries is awesome and a must keep.
Can you get more audiobooks on Hoopla and Libby please?	
Please have more audiobooks accessible on libby	
Please have more books available, I never find a good mystery fiction book easily, it takes a prolonged search and then it comes from a different library. Or please change the search engine.	
Love using the digital content downloading books to my kindle	
Could you please add kids news related app or we should to your digital resource collection	Page 129 of 167

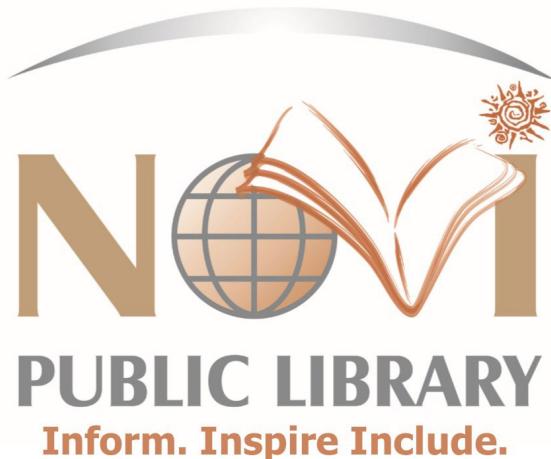
<p>Other</p> <p>Judge people by their character not their outward appearance!</p> <p>Keep calm and carry on</p> <p>Teenagers need work</p> <p>Why is this survey done by an outside firm?</p> <p>Survey too long. Most people would not take the time to fill it out.</p> <p>I'm there for a book or a DVD, concert. Sounds like you're trying to be all things to all people.</p> <p>I hope to go to the library soon.</p> <p>I am hoping library not become a place for just books, it should be a place for community to work together.</p> <p>The timings should increase. Starbuck timings should increase. Have 1 more hotel with same timings as the library</p> <p>Even though I haven't been using the library I feel it is an important institution in the community.</p> <p>We could extend ourselves a little more in engaging people we meet at the library. Recognize a fellow patron and greet them. . Creates conversation and a more friendly environment.</p> <p>We have a HUGE Japanese population. I think it is important to tap into the Japanese community for involvement.</p> <p>You didn't forget a thing. Your survey is too damn long.</p> <p>Very long survey :)</p> <p>To be a little more thrifty in your survey length.</p> <p>This survey is far too long!</p> <p>This survey is way too long!!!</p> <p>This survey is a great idea, but a bit lengthy. Perhaps give people a chance to opt out of questions that don't matter to them?</p> <p>This survey is a great idea. Getting community involvement is always a plus.</p> <p>Thank you.</p> <p>Think you covered it all. I will also obtain a library card.</p> <p>Thx</p> <p>The survey is very thorough!</p> <p>Thank you for this survey.</p> <p>Please don't let solicitors ask for signatures outside of your library doors. It's quite upsetting. We go to the library to learn and have fun, but that ruins it.</p> <p>Survey too long</p> <p>Excellent survey</p> <p>Excellent survey and please publish the results and action plan, appreciate it</p> <p>All good , keep up the good work</p> <p>All set - keep exploring</p> <p>I appreciate this survey is available and I hope many people fill it out and return it.</p> <p>I can't think of any improvements</p> <p>I can't think of anything. This survey is very thorough.</p> <p>I feel that the "city" of any community should have a library, and uses it!</p> <p>I found your survey complete and thorough.</p> <p>surrounding aging, depression, loss etc. would like to be involved in helping with</p> <p>In general, Novi library is on par with the West Bloomfield & Farmington Hills libraries.</p> <p>Languages spoken in home should include American Sign Language.</p> <p>No, but I'm thankful for the survey and your desire for feedback. That's very mature and proactive. Props!</p> <p>No. Kudos for the effort to always improve. We are just not aware of what others might need. Our needs are met just fine.</p> <p>Nope! And Thank You so much for helping our community!</p> <p>not at the moment, I am exiting to see that the Library is taking this steps to improve and look into the needs of the community and high paste changing times.</p> <p>Questionnaire was way too long and you run the risk of low participation because of it.</p> <p>Seems you have covered just about everything</p> <p>Shorter survey!</p> <p>Since COVID we have gone to the local "box library" locations to drop off books and get books. And use the internet more. Libraries are needed but I think they ned to assess what they need to do. So good idea to do this survey.</p> <p>Thank you for gathering input to support your planning.</p> <p>thank you for providing this</p> <p>Thank you for taking the time to promote community input.</p> <p>Thanks for this suvey !</p> <p>Thanks for your interest in community input! :)</p> <p>Thank you!</p> <p>You have covered much!</p>	<p>Dear Novi Library Staff, Please hear my heart before rolling your eyes. I want to communicate this great compassion: this note is in regards to your "sex poster" hanging on the main floor of our library. I really enjoy our library. It has been a "safe space" for years now after graduating college and having to endure being sexually harassed by a female professor in the course of two years of my education. I, myself, am a woman, and I did not prompt nor instigate her uncomfortable pursuits. I believe your poster is incredibly insensitive to those who have been sexually harassed by the same sex. I have extended family members who have had horribly worse situations happen to them in their life, spanning 70 years back. Having the words "safe space" on a pride flag is a slap in the face to us who have a remembrance of embarrassment and shame. The Novi City library is an environment built to foster the love of learning. Citizens come by to visit and seek out a topic for their own enjoyment of intellectual edification. Your extremely biased poster is not okay, as LGBT are as equal to heterosexuals. Yet your zealous stance is flawed, as all people make mistakes and have the potential to make very bad choices. To glorify 3% of the population as angelic and incapable of harm, when sexual assault statistics hit a far greater percentage, is disturbing on your part. Please consider, with humility and kindness toward all, to remove your strong politically biased sex poster. As it stands, you certainly aren't inclusive to all people.</p> <p>I'd like you to address the chaos during the hours students use the library after school. I have been in the library when students amass at tables on the 1st floor. Children are present. Families are there. I have watched the high schoolers sit on each other's laps. On each other's shoulders. I have heard them use the foulest language. I understand that they may not realize how loud they are. That's fine. It's even acceptable. But when they cross the line into behavior better suited for a gym or the locker room, that's when you should draw the line. It's an uncomfortable experience for the rest of your patrons. I have seen staff try to address these students only to walk away and be ignored and mocked by the students. No one should have to accept that level of disrespect. I feel sorry that your staff is being asked to do so but perhaps they need to be asked to intervene more often and before things get out of hand.</p> <p>Also, and equally important and angering, is the traffic outside the library during school dismissal. Entry and exit, parking, walking into the library is extremely dangerous at that time. While my family has stopped going to the library at that time others have not. In addition to subjecting themselves to inappropriate behavior inside the library, they take their lives into their own hands just getting into the building.</p> <p>We have a wonderful library with exceptional staff and wonderful programming, but you need to get a handle on the chaos. Perhaps a police car parked outside the front door will help address the issues outside the building. It's a slippery slope inside the building. On one hand allowing these kids free rein to the library and allowing them to express themselves is necessary. But when they are allowed to cross the line into disruptive behavior it's a short step to unruliness.</p> <p>Partnerships</p> <p>Terrific physical library building. Ditto for High School, and for Civic Center. However, the spaces between them tend to be huge opportunity 'gaps'. Would love to see more "joined-up" programming between them creating and curating 'one- campus' synergy for cross-programming intergenerational happenings and/or temporary art, cultural, musical, environmental displays, events, and installations.</p> <p>Terrific physical library building. Ditto for High School, and for Civic Center. However, the spaces between them tend to be huge opportunity 'gaps'. Would love to see more "joined-up" programming between them creating and curating 'one- campus' synergy for cross-programming intergenerational happenings and/or temporary art, cultural, musical, environmental displays, events, and installations.</p> <p>The key is working with/coordinating with Novi Community Ed and Parks and Rec. Each should have their role--trying to avoid redundancy among these three groups is key to finding a path and focus (if everyone is doing everything, it waters down attendance). Each should identify their key programming goal and center around that.</p> <p>I liked the partnership with Novi Meadows last year to have the students visit the library. Very interesting field trip for my child. I think that should continue.</p> <p>I work with a lot of low-income families from different cultures and who are not native English speakers. I love referring them to their local libraries for free events to take their young children to.</p> <p>On another positive note because we do love the Novi Library... I'm thankful also for the participation in the Michigan Activity pass to attend parks, historical society locations and museums.</p> <p>Partner with the community to come up with other spaces for the teens in the community to socialize.</p>
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Programs	<p>Would love more adult crafting</p> <p>We attend story time when available but the schedule seems a bit inconsistent- a lot of off weeks and not as many time options.</p> <p>I really appreciate the library providing books, study questions, choices for books for the year. We meet one time a month in the group that I belong. Thank you!</p> <p>I really enjoy the multi-cultural presentations, with food, costumes, dance, history of the country.</p> <p>I love how the West Bloomfield library has activities for toddlers. I'm not sure if Novi already has some but I'd be interested in that.</p> <p>We should constantly surround kids with STEM related books to influence them to get interested in STEM. Novi has lot of great engineers, doctors and scientists as residents. Library should host programs using them for kids to learn.</p> <p>I am participating in the ESL book club and I am loving. Thank you so much for this!!</p> <p>Could you offer a class on learning to identify fake news. Otherwise known as how to verify news sources and the best sites to find reliable information. That is an essential thing for the community to know now.</p> <p>Continue to allow in-person attendance and get physical items (Books, magazines, CDs Dvd/Blu-Rays), not just Zoom programs or digital items.</p> <p>Climate change is affecting all of us, and it will have a larger impact on families if we don't take action, the NPL should do something about it such as, a program to raise awareness, sustainably sourced materials, etc.</p> <p>Can there be some international singing or dancing (different or mix cultures like Bollywood dance) competition or kids drama shows organized at the or by the library ?</p> <p>Adult Author presentations.</p> <p>As one of the English learner, I wish Novi Public Library would offer more ESL classes for adults. I am always looking for a class to take in Novi because I cannot apply for an ESL class as a student. My test score is higher than regulations in Michigan, so I can't register for an ESL class. There are a lot of foreign English learner who have the same problem.</p> <p>an opportunity to promote personal educational interest i love coming to the library. being a member of the Michigan silversmith's guild i have always felt the library would be a wonderful place to host an event like a lecture, demonstration or an exhibit.</p> <p>You have great resources but now that my son is an adult and not going to school, it would be nice to have programs for adults with cognitive disabilities at our local library. I have given suggestions previously in the survey.</p> <p>Would love to see more classes to learn maker space tools so that is more useable</p> <p>Would like to see more adult (not senior only) events that learning, fun, socialization, clubs.etc</p> <p>Understand due to the pandemic in-person events were largely affected. But was really hoping Battle of the Books would be back for the year 2022-23, the kids in this age group will be missing out. We will appreciate if this could still be done perhaps little late than usual but end of spring, early summer?</p> <p>Also, your children events are so popular that it is a challenge to get an open spot (perhaps more dates?).</p> <p>I love the enrichment programs that you have instituted. They are always well done and informative.</p> <p>I would like to see more hands on projects like learning to knit, maybe a book club.</p> <p>I would love more outdoor programs! Kid programs on the back patio are fun... we saw the howell nature center in the park.... I just feel like you guys have that beautiful park and path in the back of the library that could be used soooooo much more than what it is being used for all season long but especially in warmer weather....</p> <p>I would love to see more programs for young adults (20s to 30s)! I think people in my age group often aren't aware of the benefits of the local library/see it as a space for to use. Often, the library is marketed as a space for families, teens, and older adults.</p> <p>I'd like more activities and possibly fee based for adults. Art, crafts, In addition to being a parent of teens, I am also a caregiver, so the programs for teens, children, and adults are very important to me. I have enjoyed the library and its programs in every aspect of my life. Novi library does an especially good job with unique and interesting programs.</p> <p>Increase programming for the older adults without transportation.</p> <p>It has been some time since there has been a presentation/lecture at the library. In the past have attended talks on: Guernsey, Fargo, historic local rail service etc. at Novi Library and found them fun and informative. Bring those back</p> <p>Make programs based for young adults who are in the 20-30 age bracket. The library focuses either on older adults or children.</p> <p>Love the library, wish that there were more opportunities for story time. A daily story time (15min to read a book for the kids) would be really nice.</p> <p>More book clubs for adults</p> <p>More activities for children under 5 should be available . Most of them stopped after covid</p>	<p>More family friendly events at the library rather than paradise park etc.</p> <p>More family friendly events at the library.</p> <p>More technical help in all technologies especially basics for the elderly.</p> <p>It is really nice to see the community come together and enjoy an hour of good music.</p> <p>Please bring back the chess nights</p> <p>Please conduct more activities for toddler ans pre school kids.</p> <p>Possibly a program for children struggling to read. I have always struggled and it seems that "I just didn't get it". I do read, but it takes a lot of time.</p> <p>Provide more international activities.</p> <p>Need programs to engage kids forlearning and reading</p> <p>The programs, activities and services the library provides the community is critical to said community's future, and must be there to help it thrive. I believe everyone at the library is doing a fantastic job and I greatly appreciate everything you folks do- from sweeping to returning materials to administrative functions</p>
	<p>DEI</p> <p>DEI and ESG need to be rooted out. If I ever hear NPL is involved in child grooming or "Drag Queen Story Hour" I will do my best to get NOL shut down.</p> <p>Too much emphasis on diversity !!!</p> <p>You guys seem way to focused on "diversity and equity." If everyone is welcome and the library is accessible to people with disabilities (blind, deaf, etc) then the library is fine. Personally, I'd like to see a large selection of books and movies in languages aside from English and Spanish.</p> <p>I love Novi for it's diversity and find it to be inclusive, in my own experience. I feel some DEI programs and the people behind them are effective and helpful and some seem divisive and punitive, so it's hard to answer broad questions on the topic.</p> <p>My comment on DEI is my most important need. Thank you.</p> <p>We love Novi's diverse community with residents of all backgrounds. Please continue to engage with and improve education and outreach to our newer community members - especially those from other backgrounds/ethnicities.</p> <p>You do realize Arab middle eastern are a large population in metro Detroit and novi, west Bloomfield, Farmington hills, commerce community.</p> <p>I think you are doing a fine job of offering many resources and services to the community. Keep it up, and please do not get distracted by the DEI movement or other such efforts to diminish your ability to do your (primary) job. Be the best library you can be. Thank you.</p> <p>I apreciate all that our library does. It's absolutely amazing in the variety of events, technology, and resources you provide.</p> <p>I hope the library is able to advocate for equal access for all. I also especially hope that the decision makers do not cave to the political crap about which books or resources are available at a library. Please continue to provide books that are important to kids, young adults and adults that might be the only place they can learn or better understand the world. Please don't allow misguided or narrow minded individuals to have a say in what l/they can possibly only access at a library. My biggest fear about libraries in general is that they become another politically powered machine. I wish they will continue to be a safe place to learn and seek out information despite (or because) the political motivations of a few very loud voices. We need libraries to be a constant source of information and access to a variety of materials.</p> <p>Thanks for all you do!</p> <p>I love the library and it was invaluable when my kid was younger. Even though we no longer go regularly we support the library and support inclusion of materials and subject matter others may find controversial. Freedom to choose what we read without censure from others</p>	

Staff/Board	Staff/Board
Find ways to make librarians more approachable. Sometimes they seem like they lost a bet to work the floor	Linda and Emily are the BEST for storytime for little kids!!! We have always loved going to their sessions- they are so warm, welcoming and enthusiastic. Truly a joy and wonderful asset to the community. (Some other librarians are too quiet and not enthusiastic enough to engage the kids and perhaps not as well suited to the storytimes)
The Novi Library needs to make huge advances in getting rid of your racist practices and getting rid of your racist staff and racist leadership. And stop ignoring the complaints you receive regarding your racist practices. Its sad and disheartening to go to this beautiful community Library and receive the racist behaviors from the Library leadership staff as well as the desk staff. This is a very big issue here in Novi.	Liberian staff holding the events must also realize that they are facilitators to the event if the event it's hitting a lull they are too get it back on track. Back in my youth if there were Library events that I could have attended to make friends / figure myself out, I would have found that highly valuable. I'm not sure who leads the youth program at the upper levels but the right personality definitely makes a difference.
Unfriendly front desk staff.	In general, when we first moved to Novi, I never felt very welcome in the kids area with my young child. It would have been nice to have a welcoming atmosphere. Because of that we do not frequent the library like we did in our old town.
We love to visit library.staffs are friendly	I am thankful that the hard working and dedicated staff has provided the community with an excellent library. Thank you to all who work there, who volunteer, and who sit on the library board.
When I go to the library and check out the staff always acts as if I am bothering them.	I enjoy the Library and its knowledgeable staff.
I find it hard to find books in the new book area. Most of the librarians are unfamiliar with the new books and aren't great at offering suggestions. I hear a lot I haven't read anything new lately from the main floor staff. The second floor is more helpful.	I feel blessed that I have such a great library staffed with caring people. Please don't change.
The Library has an excellent program director for multi culture events. Your hiring practices may have a negative image within the community. I have heard from different people that human resources is not as responsive as one would expect from a community institution and it is extremely hard to get hired for posted jobs.	I enjoy the library. I find the staff to be both friendly and helpful. Keep up the good work.
Your staff is wonderful! How can we thank them?	I appreciate the Novi Public Library and their staff very much. You do an excellent job, overall, and provide an invaluable service to the community. Thank you.
Your staff is wonderful. You have a talented and competent director and we are so very lucky to have her to guide our great library!	Hire younger people
We love the library! The employees do a wonderful job.	Great library staff.
We love the library and are very grateful to all of you who work there and make it such a beautiful place to gather, connect and learn!	Again - your front desk staff is so unfriendly and the quiet 2nd floor is wonderful.
The library is welcoming to me and the customer service is always spot on	The Library Board needs new leadership ... it's time for Kathy Crawford to move on.
Tend to prefer self checkout when possible because my interactions with circulation staff have been consistently unfriendly.	2. A lot of the library staff is not real welcoming and open.
Staff almost all white (not rep the community). And almost all female (pay staff more!)	It is so nice to have helpful, friendly people at check out!
Staff can be a little friendly and more helpful. When I ask for assistance the last five years, employees seem very inconvenienced by my questions. I understand most of the staff possess advanced degrees; education doesn't make you better; it should make you qualified to assist and do the job you applied to do. So many of the staff are kind, helpful, knowledgeable and go out of their way to help!	Please make it easier for the handicapped. Occasionally find staff not accommodating. Frankly, some are rigid.
NPL is doing a great job, the Director of the Library , Julie Farkas, is engaging, welcoming and wonderful in her role.	Marketing/Awareness
Nothing I can think of. The NPL and its staff are a tremendous asset to our community and we're grateful to have it!	Your website is awful. Half the time, it doesn't load the first time, and I have to click on it a second time. I hate that large box that covers most of the cover. Go back to all the small boxes that you used to have! Also, even though I always click on "remember me", it doesn't. Every so often I have to look up and enter my library card number again. So irritating!
Miss Linda is such an AMAZING storytime teacher! We love her!	The library website could use enormous improvements.
Friends/Volunteers/Book Sales	Email update on what new NY times best sellers you have obtained our daughter thinks the teen room & video games are gone, so maybe more advertising at the high school of what's available at the library.
I would like to join the friends of Novi library and assist, but the membership seems limited to senior citizens (not intentional). I wish library encourages every age group to be in the friends of library community.	I'll just reiterate here. please publish Google calendar that contains every event, big or small.
Every library needs a strong and active Friends group. Novi is fortunate to have one. This survey never even mentioned it.	I'd like to see more library programs listed in the Novi News with advanced (at least two weeks) notice.
Used book sales. Love being able to buy used books.	Thank you
Friends group does a terrific job.	I like this library. How to know and apply for free ELL&ESL classes.how to apply entry level jobs? We wants to know through this library
I really like the ability to purchase books	I DO NOT SEE A LOT OF ACTIVITIES POSTED AND WOULD LOVE TO HAVE A MONTHLY NEWSLETTER OF ALL ACTIVITIES MAILED OUT.
I would like to see more done for the volunteers. I cannot tell you how many times I am told that patrons come in just to talk to the volunteers. We provide the greatest resource for the library....without the volunteers...the library could not exist. In all my years there, never a luncheon or anything for these wonderful people who give up their own time. Some have said to me they don't even get a thank you except from their immediate managers.	Do you have events for retirees? Volunteer opportunities?
I would enjoy volunteering if there were opportunities....I did when I lived in Ann Arbor.	Could the Novi Library website be revised so it works properly on mobile devices? Website is often unusable (can't access event calendars, etc) on my iphone.
	Choice of library card looks.
	Would like to hear more from the Library Board of Directors
	WHAT ITEMS DO YOU HAVE FOR HEARING IMPAIRED?
	The website can be difficult when searching for events (using my iPhone). I can't log in and then get to events. I must logout first and then chose "events". Would also prefer to see a month view.
	there is a 3d cad class I would like to attend. can you please let me know how I can attend that class?
	How about a yearly list with top ten/20 books that were accessed through the library.. saw this in another city and thought it was neat to see what others were reading.
	One of the things I miss most is the display of books organized on open shelves for browsing....especially the classics. Would like to see a large print booklet available at the library entry for new users which clearly outlines what services the library offers and even more importantly how to access and use them.

No Politics/ Spending-Budget	I wrote this earlier, but I'm copy-pasting it for emphasis: I want the NPL to remember that the key mission of a library is as a repository of information and public access to that information, whether through print, digital, audio, video, etc. Literacy programs are also good, and those should focus on enabling the public to interpret the information stored at the library. Please do not squander budget funds on too many programs outside of the key mission. Programs for youth and adults should focus on reading and literacy, including technological literacy, meaning teaching the public how to access information on digital devices, in addition to how to access information provided through printed media (books in particular).
Again, stop pandering to the LEFT.	
Books are your business, period. Stop trying to be something to promote government propaganda.	
Do not allow younger children have access to graphic sexual content without permission and under supervision of their PARENT	
Don't let the extremists influence the library's policies and decisions. They are typically the nut jobs that want to pull books from the public's viewing and dictate what should be in the library instead of an open and fair policy.	
Don't over engineer the library. People have the ability to get along and adapt. I am sad about what libraries are becoming. I go to a library to read and celebrate reading. Not to have propaganda of one sided political views pushed at me and certainly should NEVERRR be pushed a kiddos. What are you people thinking? It's wrong. Tax payers shouldn't be paying for this crap. Represent all and be balanced. Get back to the roots of what a library is for and a librarians job.... It's not to push political agendas	
I avoid the Novi Public Library as it is a direct reflection of the Police Department and City Hall. I do not feel safe in Novi. It is a right wing community that is bigoted and racist.	
No book banning!	
Overall love the library. Disappointing to see it get political should stay out of politics or support all opinions. Doing great but do better going forward!	
Please keep the library focused on its most important function-- being an amazing tool for access to ALL information for ALL people in our community. It is not and never should be a tool for pushing social agendas or politics.	
Please stick to the core mission of providing traditional library services through various media and stay out of politics and cultural ideology like social justice and diversity, equity and inclusion. These efforts only polarize our community and are driven by progressive critical theory. We don't need a library that is engaged in the culture wars!	
Say No to drag queen story time.	
Stop promoting sexually explicit content aimed at young people, and general LGBT themes and ideologies. Cut all ties with the American Library Association. Remove all LGBT books and "resources" as well as all sexual and homosexual books for children and teens. Return to the role of a library and stop promoting pornography and alternative lifestyles.	
Stop using race as a means to help. Help everyone because race doesn't matter. The library is not a place for drag queens reading or performing for children or adults for that matter.	
The library is nowhere drag queens should be dancing in front of children or reading to children.	
The Library should be non-political and not engaged in other services that are provided by the city, schools or other state and local agencies. Focus on an environment that's clean, accessible and resource rich as a library Your focus on progressive ideas and indoctrination of young children into a critical race theory is scary. That you would have books celebrating Anthony Fauci and Joe Biden is troublesome. Are their books celebrating Donald Trump or George Bush? It's fine to celebrate cultural differences in a diverse community, but to continue to lean hard left, will marginalize any ideas leaning right. This should not be the foundation of a public space.	
Consider getting rid of late fees. Not everyone can afford them and I can't imagine they bring in much revenue	
I read in the annual report that staff received a "long-needed pay increase." This struck me as odd. Why aren't the salaries you pay your staff competitive with other libraries? Why isn't paying your staff well a priority, especially when you have lost staff to better paying libraries.	
Permanently stop fines for overdue books	
Please stay fee free!	
will there still be no fine for late return fee after June 2023?	
Would love to bring back the strolling dinner fundraiser.	
Yes. The cafe tax on students. Truly disappointing when I try to get a snack after a hard study session, only to be absolutely trucked by the sky-high prices of the cafe. Even before inflation, this was an issue. As a member of this fine community, I would highly recommend to remove taxes for students at the cafe. I understand that the cafe is necessary to raise funds for the library materials, but the taxing of students is truly detrimental to the Novi Public Library name.	
I hope we continue the no fine policy for late materials indefinitely.	
Please let the city of Novi provide classes and programs for the residents. Additional programs or classes are just a waste of tax dollars.	
Please continue to serve the residents of Novi and surrounding communities as traditionally accomplished in many years past. Keep the library a welcoming place! There is no need to cave to 'woke' ideologies.	
'No late fines is great for me.'	
The library doesn't need to fix community. Just being there with space and computers is the biggest part.	
No new taxes	
Operations	
You close for dumb reasons. Businesses should be open, even during holiday breaks and when it snows.	
I would like to see more opportunities to use the maker lab , I have found the offerings very limited when I wanted to use or be trained on any of the equipment.	
Maybe Sunday hours for the summer.	
Did you have a library card sign up at Fox Run? Maybe that could be done once or twice a year.	
Cafe hours are really poor. It is closed almost every time I am there and definitely not open the times I really could use a snack or coffee (before 10AM, after 5PM and on weekends anytime) as these are the busiest time when I'm running around and my not have time to stop somewhere else for a meal	
Can you please consider make library card renewal every three years (like Northville)!	
Annual renewal is really annoying !	
Would like to see library cards valid for 3 years instead of one year. It is annoying to have to renew it so frequently.	
Why must I renew my library card every 11 months when my driver license is valid for 4 years?	
When I signed up for a library card, it said it was good for only one year. There should be no expiration. I'm an online user and don't need to come in every year to sign up my card.	
To be able to put preferred name on account and have that show up on things where my name is used and displayed often (such as picking up holds). As a transgender person I have to use my legal (dead) name on my account.	
The checkout period for magazines is too short, only one week. Would be nice to have at least two weeks.	
Thank you for auto renewing my library card! I use my card to download books and having it expire with no way to renew other than physically going to the library was frustrating. I'm very pleased it auto renewed this year.	
Great staff!	
Wish library not so crazy with yearly renewal of library card - and kids cards	
I should not have to come into Library to renew my library card. There is too much technology available to inconvenience me for renewal. Also you should be able to look me up by name/birth date to find my account number. I hate the process.	
I wish library cards were valid for 3 years. I like the auto-renewal of registration but I wish it was from the registration date rather than the renewal date because that makes it more of an 11 month library card. Keep being fine-free. Let people check out with their IDs if they don't have their library card.	
Also like automatic renewal & no fines, but hope all return materials in a timely fashion.	
I also am upset at the fact that I can't get my son his own library card yet and think that there should be an option for a kids one connected to their parents so that they can learn to use the library and have the sense of belonging to the community and responsibility.	
And make it easier to renew your library card online rather than shutting it down annually and requiring a visit on person. That's ridiculous.	
Drive through drop off not open enough	
It would be really awesome if materials could be returned through the drive up conveyor belt when the library is closed. This used to be possible before COVID but is still not available and I don't understand why.	
It would be really great if all materials (not just items checked out at Lakeshore Lending Library) could be returned there and it would be REALLY great if there were pick up lockers there (maybe the items are only brought one day a week or something and are automatically charged to your account)...	
Need a better drop off for the books - the drive thru is confusing the way it intersects on the front of the library in the opposite lane. Whoever designed that does not realize the traffic issues. Sometimes in the evening there are too many cars and the exit/ entrance/ drive thru area is not safe. Car accidents and pedestrians getting hit are potential problems.	
more parking closer to the building. The parking arrangement is not safe - especially at the entrance/driveway area. People are often on foot in the middle	
Why aren't materials be returned after hours?	
We need a drop box that can be used 24x7	

Services	<p>I hate that reserve system takes priority over in person customers. I have taken books to check out to have them taken away from me for an off site hold. Super annoying.</p> <p>allow more than two renewals for items that don't have a hold</p> <p>It would be nice to receive an email notification on which books/materials have been returned by me and when.</p> <p>I wish the library would rotate books through all the small little free book libraries in the sub divisions. Ours is definitely in need of new books and switching them out for the little kids books.</p> <p>I like the idea of the Library helping non english speakers learn english. It is futile to try to support multiple languages in the library or our schools. Focus on teaching people english, this will benefit everyone in the long run. You may also consider helping seniors access technology and perhaps help navigating Social Security, Medicare and Medicaid. I hear many complaints from seniors that they feel increasingly left out by the rush to digital technology. I am a retired engineer and as such well versed in technology. I can use multiple operating systems, have built and set up my own computers and wired /wireless networks. Also provide my own IT support and computer management/repair. Yet it can be a struggle at times even for me. For instance the medicare.gov site provides no support or real information for those who may be considering a supplement plan instead of an advantage plan.</p> <p>Bus trips are nice that you use to have</p> <p>Bring back tech help e.g, smart phones, tablets</p> <p>Board game rentals, expand youth selection - library loans help but we often have to look outside the library.</p> <p>A service where I can pick out the books online and come in to pick them up, this makes the in and out of the library quicker/faster.</p> <p>Would like to be able to use multiple libraries. (See not under Additional Information). Farmington Hills Library has some programs that I have participated in for years. I will not give up my Farmington Hills library card until I am forced to do it!</p> <p>How is the Novi going to help the community as our economy falls into a recession and people struggle financially?</p> <p>Are they going to teach skills to help people? What would you teach to help people get through the tuff times?</p> <p>I appreciate the new mail home program that will allow people not able to get to the library to have access to books</p> <p>If Translators for international people are there, we are more happy.</p> <p>We currently are going through the 100 recommended children's books before kindergarten - thanks for putting it together. I wonder if you have that for older children. Thank you NPL!</p> <p>Easy to pay fax machine.</p> <p>I love the new "pick up" parking spaces, the drive thru return, and the book holds. NPL makes it so easy for me and my family to use the library!</p> <p>The EV chargers seems to be not enough, and there is people that leave their EV cars charging even when they are not using the library.</p> <p>It would also be awesome if the library app/website gave an estimated wait time for holds to be fulfilled (in the same way that Libby gives an estimated number of weeks for digital material to be available when you put something on hold). Or even if it told you how many people are ahead of you in line for the item.</p> <p>Checkout is fast and convenient. I have used printing services before, read periodicals and spent personal time 'hanging out' in the library by reading in the main areas. I never feel cramped or crowded when I visit, even if it is busy.</p>	<p>Would be nice if there was a working app again.</p> <p>Turning left onto 10 mile road from the library parking lot can be very challenging. Will a traffic light ever be installed for easier turning?</p> <p>We have experienced problems with the WiFi</p> <p>The library app needs serious help. I came from a small community where the app was amazing. Notified me of local events at the library. I looked for books on the app and was able to put holds on books. My library card was digital on the app. Their app even connected to the Melcat website so I could search for materials that were not found in my town and then it was sent to my local library. I am really disappointed in Novi's app. Last I heard, the app wasn't even working anymore.</p> <p>The library app seems hard to navigate, would like to see something more user-friendly. It appears outdated.</p> <p>The digital apps are too difficult and time consuming to link to my PC, tablets. I find your apps frustrating to use and the library staff isn't successful at troubleshooting. I gave up trying to download books from the Novi library. Years ago downloading books were the best thing about the library especially a book club title. Now, selection is very limited and if you find one chances are it will not download anyway. Unfortunately I find the library more interested in diversity and the like, rather than providing abundant reading material that is easy to access.</p> <p>Create an app for the library</p> <p>Consider participating in MEL.</p> <p>Hope that the library app is updated to be inclusive so I do not need to use another app to Check out or read read materials</p> <p>I miss the phone app to reserve books and renew books.</p> <p>I'm frustrated with the My Account information. I'll click it on sometimes and it shows no holds or loans, which I actively have. It just doesn't work right. For a while the E "return a book" didn't appear but that seems to be back. These features should work all the time</p> <p>get an app that actually works!</p> <p>Please re-introduce the NPL Android App</p> <p>Please make it easier to download books online.</p>
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PUBLIC LIBRARY

Inform. Inspire Include.

Strategic Planning Benchmark & Data Analysis

Prepared by:



Engage | Envision | Evolve

General Benchmark Data Analysis – Overview

RTL completed a multi-cohort benchmark analysis for this project. The analysis contains:

- 57 Similar Libraries across 5 separate comparison cohorts which were averaged:
 - Similar Michigan Libraries
 - Neighboring Libraries (MI)
 - Similar Regional Libraries
 - Similar National Libraries
 - Similar Aspirational Libraries
 - Library Journal-Star Libraries
- Other than the Neighboring Libraries, all libraries are in the same population range of NPL and the comparison analysis is done across a variety of metric areas
- All data is from the IMLS 2019 PLS Dataset which is also the last year not impacted by COVID19 disruptions (2020 was a compromised dataset due to the pandemic's uneven impact across the state and nation)
- Since this is 2019 data, much has changed and continues to change with all libraries so its important to keep these comparisons in perspective and understand that they might not reflect current standings and comparisons as libraries across the country are finding very uneven returns to “normal” in the post COVID time period.



3/15/2023

State	Library Name	City	County	Central Library Branches	Book Mobiles	Legal Service Population	Total Op. Expend / Capita
MI	PORTAGE DISTRICT LIBRARY	PORTAGE	KALAMAZOO	1	0	52,170	\$ 60
MI	BRIGHTON DISTRICT LIBRARY	BRIGHTON	LIVINGSTON	1	0	43,254	\$ 42
MI	REDFORD TOWNSHIP DISTRICT LIBRARY	REDFORD	WAYNE	1	0	48,362	\$ 38
MI	HOWELL CARNEGIE DISTRICT LIBRARY	HOWELL	LIVINGSTON	1	0	52,529	\$ 42
MI	EAST LANSING PUBLIC LIBRARY	EAST LANSING	INGHAM	1	0	48,579	\$ 42
MI	ROYAL OAK PUBLIC LIBRARY	ROYAL OAK	OAKLAND	1	0	57,236	\$ 35
MI	BELLEVILLE AREA DISTRICT LIBRARY	BELLEVILLE	WAYNE	1	0	42,361	\$ 33
MI	DEARBORN HEIGHTS CITY LIBRARIES	RBORN HEIGHTS	WAYNE	1	1	57,774	\$ 29
MI	GEORGETOWN TOWNSHIP PUBLIC LIBRARY	JENISON	OTTAWA	1	0	46,985	\$ 22
MI	CHESTERFIELD TOWNSHIP LIBRARY	CHESTERFIELD	MACOMB	1	0	43,381	\$ 32
MI	SAIN ST CLAIR SHORES PUBLIC LIBRARY	T. CLAIR SHORES	MACOMB	1	0	59,715	\$ 24
MI	BLOOMFIELD TOWNSHIP PUBLIC LIBRARY	FIELD TOWNSHIP	OAKLAND	1	0	41,070	\$ 203
MI	NORTHVILLE DISTRICT LIBRARY	NORTHVILLE	WAYNE	1	0	34,467	\$ 80
MI	SOUTHFIELD PUBLIC LIBRARY	SOUTHFIELD	OAKLAND	1	0	75,814	\$ 74
MI	FARMINGTON COMMUNITY LIBRARY	FARMINGTON HILLS	OAKLAND	1	1	90,112	\$ 72
MI	BERKLEY PUBLIC LIBRARY	BERKLEY	OAKLAND	1	0	14,970	\$ 47
MI	SALEM-SOUTH LYON DISTRICT LIBRARY	SOUTH LYON	WASHTENAW	1	0	16,753	\$ 83
MI	LYON TOWNSHIP PUBLIC LIBRARY	SOUTH LYON	OAKLAND	1	0	14,545	\$ 70
MI	BALDWIN PUBLIC LIBRARY	BIRMINGHAM	OAKLAND	1	0	35,350	\$ 98
MI	PLYMOUTH DISTRICT LIBRARY	PLYMOUTH	WAYNE	1	0	36,656	\$ 124
MI	COMMERCE TOWNSHIP COMMUNITY LIBRARY	COMMERCE TOWNSHIP	OAKLAND	1	0	40,186	\$ 37
MI	WEST BLOOMFIELD TOWNSHIP PUBLIC LIBRARY	BLOOMFIELD	OAKLAND	1	1	71,755	\$ 67
MI	LIVONIA PUBLIC LIBRARY	LIVONIA	WAYNE	1	3	96,942	\$ 34
OH	WASHINGTON-CENTERVILLE PUBLIC LIBRARY	CENTERVILLE	MONTGOMERY	1	1	56,628	\$ 128
OH	LEAVENWORTH PUBLIC LIBRARY	LEAVENWORTH	CUYAHOGA	1	1	51,983	\$ 81
IL	OAK LAWN PUBLIC LIBRARY	OAK LAWN	COOK	1	0	56,690	\$ 99
IL	NORMAL PUBLIC LIBRARY	NORMAL	MCLEAN	1	0	52,497	\$ 73
IN	HANCOCK COUNTY PUBLIC LIBRARY	GREENFIELD	HANCOCK	1	1	58,997	\$ 71
IA	CARNEGIE-STOUT PUBLIC LIBRARY	DUBUQUE	DUBUQUE	1	0	58,261	\$ 60
WI	MANITOWOC PUBLIC LIBRARY	MANITOWOC	MANITOWOC	1	0	54,158	\$ 43
IN	JEFFERSONVILLE TOWNSHIP PUBLIC LIBRARY	JEFFERSONVILLE	CLARK	1	1	59,062	\$ 35
KY	FRANKLIN COUNTY LIBRARY DISTRICT	FRANKFORT	FRANKLIN	1	0	50,504	\$ 64
OH	MORLEY LIBRARY	PAINESVILLE	LAKE	1	0	52,404	\$ 51
PA	BOSLER FREE LIBRARY	CARLISLE	CUMBERLAND	1	0	53,325	\$ 56
MN	WINONA PUBLIC LIBRARY	WINONA	WINONA	1	0	50,798	\$ 24
KS	MANHATTAN PUBLIC LIBRARY	MANHATTAN	RILEY	1	0	54,959	\$ 65
TX	ROSENBERG LIBRARY	GALVESTON	GALVESTON	1	0	58,476	\$ 75
OK	STILLWATER PUBLIC LIBRARY	STILLWATER	PAYNE	1	0	50,391	\$ 31
CA	ARCADIA PUBLIC LIBRARY	ARCADIA	LOS ANGELES	1	0	58,891	\$ 62
NE	GRAND ISLAND PUBLIC LIBRARY	GRAND ISLAND	HALL	1	0	51,478	\$ 35
WA	RICHLAND PUBLIC LIBRARY	RICHLAND	BENTON	1	0	56,850	\$ 40
UT	LOGAN LIBRARY	LOGAN	CACHE	1	0	51,619	\$ 36
ID	MARSHALL PUBLIC	POCATELLO	BANNOCK	1	0	56,266	\$ 32
NJ	HOBOKEN PUBLIC LIBRARY	HOBOKEN	HUDSON	1	0	50,005	\$ 90
NY	LIVERPOOL PUBLIC LIBRARY	LIVERPOOL	ONONDAGA	1	0	50,947	\$ 90
CT	STRATFORD LIBRARY ASSOCIATION	STRATFORD	FAIRFIELD	1	0	51,967	\$ 63
OR	HAPPY VALLEY PUBLIC LIBRARY	HAPPY VALLEY	CLACKAMAS	1	0	59,831	\$ 40
OH	PORTER PUBLIC LIBRARY	WESTLAKE	CUYAHOGA	1	0	32,680	\$ 154
IL	ELA AREA PUBLIC LIBRARY DISTRICT	LAKE ZURICH	LAKE	1	0	34,462	\$ 181
IL	VERNON AREA PUBLIC LIBRARY DISTRICT	LINCOLNSHIRE	LAKE	1	0	41,055	\$ 191
IL	ELMHURST PUBLIC LIBRARY	ELMHURST	DUPAGE	1	0	44,121	\$ 163
IL	GLENVIEW PUBLIC LIBRARY	GLENVIEW	COOK	1	0	44,692	\$ 156
IL	DOWNERS GROVE PUBLIC LIBRARY	OWNERS GROVE	DUPAGE	1	0	49,213	\$ 101
IL	SAIN CHARLES PUBLIC LIBRARY DISTRICT	SAIN CHARLES	KANE	1	0	55,092	\$ 142
IL	NILES PUBLIC LIBRARY	NILES	COOK	1	0	57,284	\$ 114
IL	DES PLAINES PUBLIC LIBRARY	DES PLAINES	COOK	1	0	58,364	\$ 107
IN	CARMEL CLAY PUBLIC LIBRARY	CARMEL	HAMILTON	1	0	83,293	\$ 75

Analysis:

Funding, Non-Collection Resource Usage, and Visits

- NPL's funding in 2019 is an interesting comparison to the other cohorts:
 - It is lower than the Neighboring Library, Regional, and Aspirational Cohorts but above other Michigan libraries of a similar size
 - It's particularly compelling that even with lower funding than those other three cohorts it outperforms many of those averages across many of the usage metrics.
 - Though Novi Public Library was not a Library Journal Start Library in 2019 its usage is quite on par with those "aspirational library" and if you look at performance per Dollar of Funding it actually exceeds those libraries in many many ways
- Visits per capita is on par with the Aspirational cohort and well above other cohort averages
- Reference queries were above ALL comparison cohorts
- Total # of PCs were above all averages & PC Sessions were in the middle range of averages

RTL Commentary: NPL's total usage per dollar of funding is one of the highest our firm has ever worked with. We would suggest that in spite of the algorithms' that Library Journal utilizes to assess their Annual Star Libraries. Novi Public Library is a Star Library, especially when delivery of service per dollar of funding. Though the funding at NPL isn't in the low category, there is a funding gap relative to both usage and community expectations of the library.

Library Name	Legal Service Population	Total Expend / Capita	Total Operating Expend / Open Hour	Total Operation Expenditures	Visits	Visits / Capita	Visit / Open Hour	Expend Visit	Total Open Hours (All Locations)	Reference Queries	Registered Borrowers	Total Public PCs	Total PC Sessions
NOVI PUBLIC LIBRARY	55,374	\$ 52	\$882	\$ 2,894,054	463,818	8.4	141	6.2	3,281	114,709	22,778	98	41,159
Similar Michigan Libraries	50,213	\$ 36	\$580	\$ 1,816,047	209,065	4.1	64	11	3,197	42,451	20,871	41	27,627
Neighboring Libraries	47,385	\$ 82	\$951	\$ 3,663,430	287,856	6.4	63	18	4,083	79,978	27,245	71	60,795
Similar Regional Libraries	54,609	\$ 65	\$846	\$ 3,595,374	336,150	6.2	72	12	4,573	69,895	43,655	65	53,252
Similar National Libraries	54,307	\$ 55	\$864	\$ 2,978,348	294,335	5.4	88	11	3,503	40,877	33,534	49	41,092
Similar Aspirational Libraries	50,026	\$ 138	\$1,765	\$ 6,510,315	411,352	8.5	110	17	3,720	104,493	29,865	85	75,045
Averages of the Comparison Sets	51,308	\$ 76	\$1,001	\$ 3,712,702	307,752	6.1	79	14	3,815	67,539	31,034	62	51,562

Analysis: Collection and Circulation Comparisons

- Overall collection usage is well above all of the averages other than Aspirational Libraries
- NPL's Turnover (5.1) (utilization) is better than all of the averages and one of the highest we've ever encountered
- NPL physical items per capita is about average overall
- NPL quite a good Material Expenditures / Circulation level in comparison to most of the averages
- Youth circulation per capita is also above all but the Aspirational comparison set

Library Name	Legal Service Population	Total Expend / Capita	Phy Circulation / Visit	Physical Material Exp\$ / Capita	Physical Material Exp\$ / Circulation	Phy Circulation / Capita	Total Physical Items / Capita	Physical Items Turnover	Total Digital Items / Capita	Youth Circulation / Capita	Total Circulation (All Formats) / Capita
NOVI PUBLIC LIBRARY	55,374	\$ 52	1.8	\$ 5.7	\$ 3.7	15	3.1	5.1	1.2	7.1	22
Similar Michigan Libraries	50,213	\$ 36	1.6	\$ 3.3	\$ 6.5	5	2.6	2.1	2.1	2.4	7.4
Neighboring Libraries	47,385	\$ 82	2.0	\$ 7.3	\$ 7.0	12	4.0	3.3	7.4	5.4	15
Similar Regional Libraries	54,609	\$ 65	1.9	\$ 5.3	\$ 5.0	11	3.9	2.9	8.4	4.2	16
Similar National Libraries	54,307	\$ 55	1.6	\$ 3.7	\$ 5.6	8	2.4	3.5	1.5	4.1	14
Similar Aspirational Libraries	50,026	\$ 138	2.8	\$ 10	\$ 4.8	22	5.4	4.1	1.5	11	29
Averages of the Comparison Sets	51,308	\$ 76	1.9	\$ 6.0	\$ 5.8	12	3.7	3.2	4.2	5.4	16

Analysis : Programming Comparisons

- Programming is another area where NPL shines.
- Total programs offered is well above ALL averages
 - Adult programming in particular is significantly above all other averages
- Total Attendance is well above all other averages though just in line with Aspirational on a per capita basis
- Youth Attendance and Teen Attendance are other areas where NPL leads ALL averages
- Adult programming attendance is good and slightly above the average average, however given the high number of adult the attendance per program for Adults is well below ALL averages.
 - This MIGHT indicate that there is perhaps too many adult programs being offered (at least in 2019 there was)

Library Name	Legal Service Population	Total Expend / Capita	Total Programs	Youth Programs	Teen Programs	Total Adult Programs	Attendance / Program	Total Attendance	Total Attendance / Capita	Youth Attendance	Teen Attendance	Total Adult Attendance	Adult Attendess Per Adult Program
NOVI PUBLIC LIBRARY	55,374	\$ 52	1,884	536	223	1,125	30	57,357	1.0	40,284	6,186	10,887	10
Similar Michigan Libraries	50,213	\$ 36	694	317	81	297	30	20,194	0.4	12,809	2,314	5,072	20
Neighboring Libraries	47,385	\$ 82	810	386	84	340	32	26,812	0.6	17,958	2,074	6,780	21
Similar Regional Libraries	54,609	\$ 65	1,281	577	79	626	30	35,024	0.6	18,956	1,390	14,678	29
Similar National Libraries	54,307	\$ 55	1,016	531	111	374	31	29,725	0.5	17,856	2,117	9,752	22
Similar Aspirational Libraries	50,026	\$ 138	1,686	955	159	571	30	50,401	1.0	33,744	3,770	12,888	25
Averages of the Comparison Sets	51,308	\$ 76	1,097	553	103	441	30	32,431	0.6	20,265	2,333	9,834	23

Analysis : Staffing Analysis

- Total Staffing levels are mostly inline with other averages though below Aspirational libraries
- However the utilization per FTE is significantly higher for NPL in all categories other than Public PCs.
 - This indicates that NPL staff are far busier on average than the libraries in the other averages
- Percent allocation of Budget to Staffing is inline with the other averages

Staff counts are FTE = Full Time Equivalent

Library Name	Legal Service Population	Total Expend / Capita	MLS Librarians	All Librarians	Other Paid Staff	Total Staff	100 Capita / Total FTE	100 Visits / Total FTE	1,000 Circulation / FTE	Programs / FTE	100 PC Sessions / FTE	100 Reference Queries / FTE Librarian	Staff Salaries	Staff Total Benefits	Total Staff Expenses	Total Staff Expenses as % of Total Budget
NOVI PUBLIC LIBRARY	55,374	\$ 52	13	13	27	40	14	116	21	47	10	88	\$1,496,934	\$352,041	\$1,848,975	64%
Similar Michigan Libraries	50,213	\$ 36	7.7	8.5	12	20	26	96	13	36	13	71	\$837,301	\$251,141	\$1,088,442	60%
Neighboring Libraries	47,385	\$ 82	12	13	22	35	15	89	17	26	18	56	\$1,526,023	\$777,156	\$2,303,179	62%
Similar Regional Libraries	54,609	\$ 65	9.9	13	26	39	16	83	15	32	13	71	\$1,724,045	\$593,048	\$2,317,094	65%
Similar National Libraries	54,307	\$ 55	7.0	11	19	30	20	109	18	37	15	38	\$1,368,029	\$627,453	\$1,995,482	68%
Similar Aspirational Libraries	50,026	\$ 138	21	25	42	67	7	61	16	26	11	43	\$3,215,982	\$932,942	\$4,148,925	64%
Averages of the Comparison Sets	51,308	\$ 76	11	14	24	38	17	88	16	31	14	56	\$1,734,276	\$636,348	\$2,370,624	64%

Additional Usage Statistics for Novi Public Library

Strategic Planning 2022-2023

Door counts/visits breakdowns

Library Usage									
2021-2022 Fiscal Year					2022-2023 Fiscal Year				
	Lobby	Drive-Up	Total	Daily Average		Lobby	Drive-Up	Total	Daily Average
July	18,971	6,852	25,823	956	July	26,439	7,468	33,907	1,130
August	20,561	6,291	26,852	895	August	26,252	7,248	33,500	1,117
September	19,302	7,168	26,470	980	September	22,293	8,056	30,349	1,124
October	20,862	8,079	28,941	934	October	26,053	8,864	34,917	1,126
November	20,346	8,066	28,412	1,015	November				
December	18,663	5,498	24,161	895	December				
January	20,444	7,621	28,065	936	January				
February	18,798	8,617	27,415	979	February				
March	24,367	9,846	34,213	1,104	March				
April	22,464	8,246	30,710	1,059	April				
May	22,690	9,642	32,332	1,155	May				
June	24,976	9,983	34,959	1,205	June				
FYTD Total	252,444	95,909	348,353	1,010	FYTD Total	101,037	31,636	132,673	1,124

**We have this above information by day if you need it broken down even further.

Number of computers and computer use stats

- Number of public adult workstations: 18
- Number of early literacy workstations: 17
 - PC workstations: 12
 - AWE computers: 2
 - iPads: 4

Computer Logins									
2021-2022 Fiscal Year					2022-2023 Fiscal Year				
	Public Workstations	Wireless	Total	Daily Average		Public Workstations	Wireless	Total	Daily Average
July	983	30,634	31,617	1,171	July	1,224	46,582	47,806	1,594
August	944	35,958	36,902	1,230	August	1,310	47,479	48,789	1,626
September	853	39,555	40,408	1,497	September	979	45,290	46,269	1,714
October	1,086	44,813	45,899	1,481	October	1,066	53,634	54,700	1,765
November	867	41,990	42,857	1,531	November				
December	779	43,942	44,721	1,656	December				
January	643	36,790	37,433	1,248	January				
February	901	42,253	43,154	1,541	February				
March	1,162	49,315	50,477	1,628	March				
April	1,035	48,514	49,549	1,709	April				
May	873	50,149	51,022	1,889	May				
June	1,015	47,629	48,644	1,737	June				
FYTD Total	11,141	511,542	522,683	1,524	FYTD Total	4,579	192,985	197,564	1,674

Early Literacy Workstation Usage							
2021-2022 Fiscal Year				2022-2023 Fiscal Year			
	Monthly Sessions	Monthly Time (In Minutes)	Average Session (In Minutes)		Monthly Sessions	Monthly Time (In Minutes)	Average Session (In Minutes)
July	193	3,882	20	July	447	8,742	19
August	239	5,031	21	August	443	8,650	19
September	177	3,084	17	September	342	5,918	17
October	255	4,361	17	October	388	7,418	19
November	277	5,636	20	November			
December	271	5,382	19	December			
January	291	5,750	19	January			
February	333	6,603	19	February			
March	447	8,555	19	March			
April	360	6,693	18	April			
May	278	4,684	16	May			
June	391	7,317	18	June			
FYTD Total	3,512	66,978	19	FYTD Total	1,620	30,728	19

Wi-Fi usage & website stats

- See above for Wi-Fi usage
- Website stats
 - Visits July 1, 2021 - June 30, 2022
 - New visitors: 76,059
 - Returning visitors: 71,866
 - Visits July 1, 2022 - current
 - New visitors: 29,818
 - Returning visitors: 26,924

Information/reference statistics by department

- 65,317 reference transitions (annual)

Number of programs by age group and program attendance

- Programs for ages 0-5 (synchronous): 188 programs, 5289 attendees
- Programs for ages 6-11 (synchronous): 185 programs, 7078 attendees
- Programs for teens (synchronous): 151 programs, 1164 attendees
- Programs for adults and general audiences (synchronous): 423 programs, 9636 attendees
- Virtual recorded/on-demand programs (all ages): 123 programs, 6384 views/attendees

Library hours/schedule

- Monday-Thursday, 10am-9pm
- Friday & Saturday, 10am-6pm
- Sunday, 12pm-6pm
- Lakeshore Lending Library: open dawn until dusk

Lakeshore Lending Library usage

- Fiscal year 2021-2022: 1,288 items checked out
- Current fiscal year (July 2022-October 2022): 293

NPL @ Your Door Usage

- **Fiscal year 2021-2022:** 154 items mailed
- **Current fiscal year (July 2022-October 2022):** 142 items mailed

Meeting Room Rental Usage

Meeting Room Rentals					
2021-22 Fiscal Year			2022-23 Fiscal Year		
	Rentals	Attendees		Rentals	Attendees
July	0	0	July	26	604
August	0	0	August	38	823
September	0	0	September	33	719
October	14	426	October	35	748
November	22	578	November		
December	14	304	December		
January	16	317	January		
February	25	533	February		
March	33	875	March		
April	31	547	April		
May	22	851	May		
June	27	567	June		
Total	204	4,998	Total	132	2,894

Collection Utilization Analysis - Novi Public Library								
Holdings Date: FY 2018-2019 (as of June 30, 2019)								
Circulation Date: July 1, 2018 - June 30, 2019								
Estimated on Shelf Date: FY 2018-2019								
Last rev: 01/26/23					22,778 Cardholders (as of June 30, 2019)			
Collection	Holdings	Circulation	Turnover Rate	Relative Use	% of Total Collection	% of Total Circulation	Notes	
Adult								
Adult Popular Library								
DVDs	19,757	182,562	9.2	1.8	12%	21%		
CDs	4,735	21,841	4.6	0.9	3%	3%		
Audiobooks	5,608	16,026	2.9	0.6	3%	2%		
ADULT POPULAR TOTAL	30,100	220,429	7.3	1.4	18%	26%		
General Adult Collection								
Fiction	34,236	222,602	6.5	1.3	20%	26%		
Non-Fiction	31,850	20,487	0.6	0.1	19%	2%		
GENERAL ADULT TOTAL	66,086	243,090	3.7	0.7	39%	28%		
ADULT TOTAL	96,186	463,519	4.8	0.9	57%	54%		
Children (Ages 0 - 12)								
Young School Aged and Pre-Teen								
J Fiction	54,815	260,556	4.8	0.9	32%	30%		
J Non-Fiction	18,738	133,779	7.1	1.4	11%	16%		
Upper Level Total	73,553	394,335	5.4	1.1	43%	46%		
CHILDREN'S TOTAL	73,553	394,335	5.4	1.1	43%	46%		
TOTAL COLLECTION	169,739	857,854	5.1					
Per Capita Estimates:	3.1	15						
	55,374	al Service Population						
E-Materials								
ebooks - Fiction	35,954	25,706						
ebooks - Non-Fiction	7,233	4,632						
eaudiobooks - Fiction	9,078	13,232						
eaudiobooks - Non-fiction	2,224	5,383						
Adult Total Ebook	54,489	48,953						
J ebooks - Fiction	5,356	4,961						
J ebooks - Non-fiction	693	463						
J eaudio - Fiction	831	1,873						
J eaudio - Non-fiction	17	36						
Children's Total Ebook	6,897	7,333						
Teen ebooks - Fiction	5,355	3,229						
Teen ebooks - Non-fiction	127	36						
Teen eaudiobooks - Fiction	1,125	1,557						
Teen eaudiobooks - Non-fiction	10	5						
Teen Total Ebook	6,617	4,827						
Grand Total Ebook	68,003	61,113						
Ebooks % of Total Circulation		7%						



Date: March 15, 2023

Proposed Location:

This location, Novi (City, 2020), is located in **Oakland** County, in the state of **Michigan**.

It is located within or touches the following 2020 census tract(s): **26125137400, 26125136101, 26125137102, 26125136000, 26125136602, 26125136300, 26125136700, 26125137101, 26125136800, 26125136601, 26125136500, 26125136102, 26125137700**.

Similarly, it is located within or touches the following zip code(s): **48167, 48377, 48374, 48375**.

Data presented in this report summarize the geographies specified in the citation information in each section.

This Area is Served by (or touches):

School District(s): South Lyon Community Schools, Walled Lake Consolidated Schools, Northville Public Schools, Novi Community School District

Congressional District(s): Michigan's 6th District (Debbie Dingell - D), Michigan's 7th District (Elissa Slotkin - D), Michigan's 11th District (Haley M. Stevens - D)

Senators: Debbie Stabenow (MI-D), Gary C. Peters (MI-D)

State Senate District(s): State Senate District 6, State Senate District 13, State Senate District 23

State House District(s): State House District 19, State House District 20, State House District 21, State House District 22, State House District 49

Population Trends:

As of the period 2020, this area was home to an estimated **66,243** people.

Population		2000	2010	2020	Change 2010 to 2020 (%)
Area		47,459	55,224	66,243	19.95%
Counties (Oakland)		1,194,156	1,202,362	1,274,395	5.99%
State (Michigan)		9,938,444	9,883,640	10,077,331	1.96%

Racial Characteristics:

Of the people living in this area in 2020, **58.08%** are White, **7.61%** are African American, **4.05%** are Hispanic, **26.87%** are Asian, **0.04%** are either Native Hawaiian or Pacific Islander, **0.18%** are American Indian or Alaskan Native, **1.44%** are of "some other race" and **5.78%** are of two or more races. In the table below, the percentage of the population that each segment represents in the report area is compared to the percent it represents in the state.

Between 2010 and 2020, the White population changed by **-4.56%**, the African American population by **12.45%**, and Asian population by **103.06%**. The number of Hispanics changed by **64.38%**.

Race	2000	2010	2020	Percent of Total Population in 2020	Percent of State Population in 2020 (Michigan)
White	41,347	40,313	38,476	58.08%	73.88%
African American	959	4,482	5,040	7.61%	13.66%
Asian	3,991	8,767	17,802	26.87%	3.32%
Native Hawaiian or Pacific Islander	2	5	27	0.04%	0.03%
American Indian or Alaskan Native	38	111	117	0.18%	0.61%
Some Other Race	368	403	954	1.44%	2.2%
Two or More Races	754	1,143	3,827	5.78%	6.3%
Ethnicity	2000	2010	2020	Percent of Total Population in 2020	Percent of State Population in 2020 (Michigan)
Hispanic	1,012	1,634	2,686	4.05%	5.6%

Source: [Census](#)

Data aggregated by:

2000 - 2020 Data Contains: 1 City

Age Distribution:

In the report area in 2017-2021, **14.5%** of the population is over the age of 65. **61.97%** are of working age (18-64). **23.54%** are under 18, and **5.4%** are under 5 years old.

Age	Number of People in Age Group	Percent of People in Age Group	Percent of People in Age Group (Michigan)
Under 5	3,531	5.4%	5.61%
Under 18	15,386	23.54%	21.75%
Working Age (18-64)	40,507	61.97%	61.02%
Aging (65+)	9,476	14.5%	17.22%

Source: [Census](#)

Data aggregated by:

2017-2021 Data Contains: 1 City

Incomes:

The median household income for the study area was **\$100,311**, compared to the state of Michigan with a median of **\$63,202**, as estimated for 2017-2021 by the Census' American Community Survey.

The number of households divided by income categories is shown in the Annual Income Category table. In the period of 2017-2021, **23.47%** of households in the study area had an annual income of less than \$50,000, compared to **39.98%** of people in the state of Michigan.

2017-2021 Annual Income Category	Number of Households	Percent of Households
City (Novi)		
Less than \$25,000	2,236	8.51%
\$25,000 - \$34,999	1,581	6.02%
\$35,000 - \$49,999	2,351	8.94%
\$50,000 - \$74,999	3,850	14.65%
\$75,000 - \$99,999	3,084	11.73%
\$100,000 - \$124,999	2,894	11.01%
\$125,000 - \$149,999	2,439	9.28%
\$150,000 or more	7,849	29.86%
County (Oakland)		
Less than \$25,000	64,083	12.31%
\$25,000 - \$34,999	36,137	6.94%
\$35,000 - \$49,999	48,969	9.41%
\$50,000 - \$74,999	77,840	14.96%
\$75,000 - \$99,999	68,220	13.11%
\$100,000 - \$124,999	56,765	10.91%
\$125,000 - \$149,999	41,505	7.98%
\$150,000 or more	126,874	24.38%
State (Michigan)		
Less than \$25,000	726,011	18.26%
\$25,000 - \$34,999	359,792	9.05%
\$35,000 - \$49,999	504,039	12.67%
\$50,000 - \$74,999	711,874	17.9%
\$75,000 - \$99,999	526,260	13.23%
\$100,000 - \$124,999	369,813	9.3%
\$125,000 - \$149,999	248,749	6.26%
\$150,000 or more	530,191	13.33%

According to the Census' American Community Survey estimates, the median income for a family in the period of 2017-2021 was **\$127,577**, compared to the state of Michigan with a median family income of **\$80,365**.

Source: [Census](#)

Data aggregated by:

2017-2021 Data Contains: 1 City

Immigration:

Data from the U.S. Census Bureau for 2017-2021 indicate that **16,724** people or **25.58%** of the population living in this area were "foreign born". Census defines foreign born as anyone who is not a U.S. citizen at birth. This area is located in Michigan, which, according to the Department of Homeland Security, was home to **18,927** people who were granted Legal Permanent Residence status in 2017. Those LPRs, or "green cards", represent **1.68%** of green cards issued in the nation that year.

Source: [Census, Department of Homeland Security](#).

Data aggregated by:

2017-2021 Data for Census Contains: 1 City

2017 Data for Department of Homeland Security Contains: 1 State

Families and Households:

The composition of the **17,416** families who reside in the study area is shown in the table below. Families are groups of related people who live together, whereas households refer to the person or group of people living in any one housing unit. Generally, households that do not contain a family are made up of unrelated people living together (eg, roommates) or people living alone. While it is possible for two families to share a household, the difference between the number of households and the number of families in an area shows, approximately, the number of non-family households in a place.

2017-2021 Family Composition	Number of Families	Percent of Families
City (Novi)		
Families	17,416	--
Married with Children	7,376	42.35%
Single with Children	1,600	9.19%
Single Female with Children	1,100	6.32%
Other Families	8,440	48.46%
County (Oakland)		
Families	327,727	--
Married with Children	102,953	31.41%
Single with Children	32,105	9.8%
Single Female with Children	23,543	7.18%
Other Families	192,669	58.79%
State (Michigan)		
Families	2,522,202	--
Married with Children	673,329	26.7%
Single with Children	338,452	13.42%
Single Female with Children	245,168	9.72%
Other Families	1,510,421	59.89%

Note: The category "Single with Children" includes all families that are "Single Female with Children", so all categories do not add up to 100 percent.

Source: [Census](#).

Data aggregated by:

2017-2021 Data Contains: 1 City

2017-2021 Household Counts	Number of Households
City (Novi)	
Households	26,284
County (Oakland)	
Households	520,393
State (Michigan)	
Households	3,976,729

Housing Type:

The type of housing available in this area is described in the table below. Single family homes include all one-unit structures, both attached and detached. Townhouses or duplexes include one-unit attached homes, as well as housing units with two units. Units in small apartment building are buildings with 3 to 49 units; large apartment buildings include buildings with 50 units or more. Other types of housing include vans, boats, recreational vehicles, or other units.

2017-2021 Housing Stock	Number of Units	Percent of Units
City (Novi)		
Single family detached homes	13,853	50.18%
Single family attached homes	3,180	11.52%
2-unit homes and duplexes	319	1.16%
Units in small apartment buildings	6,790	24.6%
Units in large apartment buildings	1,687	6.11%
Mobile homes or manufactured housing	1,777	6.44%
Other types	0	0%
County (Oakland)		
Single family detached homes	377,069	68.35%
Single family attached homes	34,377	6.23%
2-unit homes and duplexes	6,465	1.17%
Units in small apartment buildings	93,176	16.89%
Units in large apartment buildings	25,088	4.55%
Mobile homes or manufactured housing	15,341	2.78%
Other types	126	0.02%
State (Michigan)		
Single family detached homes	3,296,200	72.18%
Single family attached homes	209,870	4.6%
2-unit homes and duplexes	104,193	2.28%
Units in small apartment buildings	572,817	12.54%
Units in large apartment buildings	146,982	3.22%
Mobile homes or manufactured housing	235,036	5.15%
Other types	1,406	0.03%

Source: [Census](#)

Data aggregated by:

2017-2021 Data Contains: 1 City

Tenure:

Across the area, an estimated **66.64%** or **17,516** households owned their home between 2017-2021. The average size of a household in this area was **2.48** between 2017-2021, as compared to the average household size for the county and the state, **2.42 (Oakland)** and **2.48 (Michigan)** respectively.

Source: [Census](#)

Data aggregated by:

2017-2021 Data Contains: 1 City

Vacancy:

Postal vacancy shows short-term vacancy trends based on addresses where mail has not been collected for over 90 days. Data from Valassis Lists tracks vacancy on a quarterly basis. In the 2nd quarter of 2021, the overall vacancy rate in this area was 2.54%.

Postal Address Vacancy	2020Q1	2020Q2	2020Q3	2020Q4	2021Q1	2021Q2
City (Novi)						
Number Vacant - Residential	436	442	422	475	468	556
Percent Vacant - Residential	1.59%	1.61%	1.53%	1.72%	1.68%	2%
Number Vacant - Business	197	192	192	199	204	216
Percent Vacant - Business	7.78%	7.56%	7.58%	7.83%	8.02%	8.48%
Overall Vacancy Rate	2.11%	2.11%	2.04%	2.24%	2.21%	2.54%
County (Oakland)						
Number Vacant - Residential	9,258	10,000	9,626	9,569	9,431	9,542
Percent Vacant - Residential	1.68%	1.81%	1.74%	1.73%	1.71%	1.72%
Number Vacant - Business	6,189	6,287	6,289	6,353	6,520	6,536
Percent Vacant - Business	12.68%	12.86%	12.85%	12.96%	13.27%	13.25%
Overall Vacancy Rate	2.58%	2.71%	2.65%	2.65%	2.65%	2.67%
State (Michigan)						
Number Vacant - Residential	189,697	194,276	191,249	192,274	189,188	182,167
Percent Vacant - Residential	4.14%	4.24%	4.17%	4.18%	4.11%	3.95%
Number Vacant - Business	47,627	47,644	48,461	49,064	49,641	49,514
Percent Vacant - Business	13.64%	13.63%	13.84%	14.01%	14.16%	14.09%
Overall Vacancy Rate	4.81%	4.9%	4.85%	4.88%	4.82%	4.67%

Source: [Valassis Lists](#)

Data aggregated by:

2020q1 - 2021q2 Data Contains: 1 City

Employment:

The following table shows the number of people who were employed, unemployed, in the labor force, and the unemployment rate for the market in which the report area is located, according to the Bureau of Labor Statistics.

Unemployment rate	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022
City (Novi)						
Employed	33,538	33,626	33,489	33,448	33,289	33,295
Unemployed	569	602	557	572	513	571
In Labor Force	34,107	34,228	34,046	34,020	33,802	33,866
Unemployment Rate	1.7	1.8	1.6	1.7	1.5	1.7
County (Oakland)						
Employed	653,631	655,346	652,664	651,862	648,763	648,892
Unemployed	16,803	17,778	16,448	16,887	15,145	16,854
In Labor Force	670,434	673,124	669,112	668,749	663,908	665,746
Unemployment Rate	2.5	2.6	2.5	2.5	2.3	2.5
Metro Area (Detroit-Warren-Dearborn, MI Metro Area)						
Employed	2,043,249	2,048,596	2,043,709	2,046,974	2,036,277	2,042,604
Unemployed	78,233	79,718	73,455	71,353	65,092	68,384
In Labor Force	2,121,482	2,128,314	2,117,164	2,118,327	2,101,369	2,110,988
Unemployment Rate	3.7	3.7	3.5	3.4	3.1	3.2
State (Michigan)						
Employed	4,658,947	4,674,159	4,659,275	4,654,267	4,654,968	4,639,707
Unemployed	219,599	207,769	185,167	179,221	170,445	181,172
In Labor Force	4,878,546	4,881,928	4,844,442	4,833,488	4,825,413	4,820,879
Unemployment Rate	4.5	4.3	3.8	3.7	3.5	3.8

Source: [BLS](#)

In this area in 2017-2021, the Census estimates that people were employed in the following industries:

Employment by Industry	People Employed	Percent Employed in this Industry	Percent Employed in this Industry in Michigan
Accommodation and Food Services Industry Employment	1,966	5.84%	7.17%
Administrative and Support and Waste Management Services Industries Employment	752	2.23%	3.74%
Agriculture, Forestry, Fishing and Hunting Industry Employment	36	0.11%	0.97%
Arts, Entertainment, and Recreation Industries Employment	599	1.78%	1.79%
Educational Service Industry Employment	2,028	6.02%	8.51%
Finance, Insurance, Real Estate and Rental and Leasing Industries Employment	2,814	8.35%	5.67%
Health Care and Social Assistance Industry Employment	4,547	13.5%	14.78%
Information Industry Employment	759	2.25%	1.27%
Manufacturing Industry Employment	8,434	25.04%	18.68%
Management of Companies and Enterprises Industry Employment	117	0.35%	0.14%
Other Services Industry Employment	1,085	3.22%	4.53%
Professional, Scientific, and Technical Services Industry Employment	4,022	11.94%	5.91%
Public Administration Employment	810	2.4%	3.45%
Retail Trade Industry Employment	2,782	8.26%	10.79%
Construction Industry Employment	1,063	3.16%	5.61%
Transportation and Warehousing, and Utilities Industries Employment	983	2.92%	4.56%
Wholesale Trade Industry Employment	886	2.63%	2.31%
All Other Industries Employment	0	0%	0.12%

Source: [Census](#)

Data aggregated by:

2017-2021 Data Contains: 1 City

Crime:

The crime rates per 100,000 persons in the Census Place and county in which the study area is located, as reported by the FBI's Uniform Crime Reports, are as follows. Data was reported by the FBI for selected Census Places and counties, so data may be unavailable for your study area.

Crime Rates per 100,000 persons	2016	2017	2018	2019	2020
City (Novi)					
Aggravated Assault	40.3	43.4	52.9	59.9	66.6
Burglary or Larceny	1,078.3	976.7	851.3	787.6	638.4
Motor Vehicle Thefts	30.2	53.4	29.8	43.7	58.4
Murder	N/A	N/A	3.3	1.6	1.6
Rape	13.4	18.3	9.9	11.3	24.3
Robbery	3.3	10	4.9	3.2	4.8
County (Oakland)					
Aggravated Assault	120.2	108.8	126.4	118.6	145.8
Burglary or Larceny	1,173.8	1,085.4	914.2	887.9	668.3
Motor Vehicle Thefts	103.1	104.4	68.6	77.9	94
Murder	2.4	0.9	2.6	1.7	2.5
Rape	29.4	26	26.9	29.6	24.2
Robbery	28.9	24.2	23.2	21.6	19.9

Source: [FBI UCR & DOJ](#)

Endnotes:

Calculations presented here were performed by staff at PolicyMap and are based on public and proprietary data sources.

Depending on the type of size of the area selected for this report, the above values capture data for the block groups, tracts, counties, etc, in which at least 50% of their areas are contained. If this report is run for a zip code, some data will be unavailable, as zip code values for some topics are not available.

For custom areas such as custom regions, school districts, and political districts, Census data was calculated by summing the following Cities in 2000: **Novi**, the following Cities in 2010: **Novi**, the following Cities in 2020: **Novi**.

Any change calculations included in this report reflect PolicyMap's translation of boundary changes from 2000 to 2010 to 2020. Therefore, they may not match a calculation done using the 2000 and 2017-2021 values shown in the report.

Estimates of tenure, incomes, and housing stock are provided by the ACS for 2017-2021. Data on legal permanent residents is from the Department of Homeland Security, and, for all areas, describes the state in which that area is located. For more information on demographic data in PolicyMap, see the related entry for [Census: Decennial Census and ACS](#) and for more information on immigration data in PolicyMap, see the entry for the [Department of Homeland Security Immigration Yearbook](#) in our Data Dictionary.

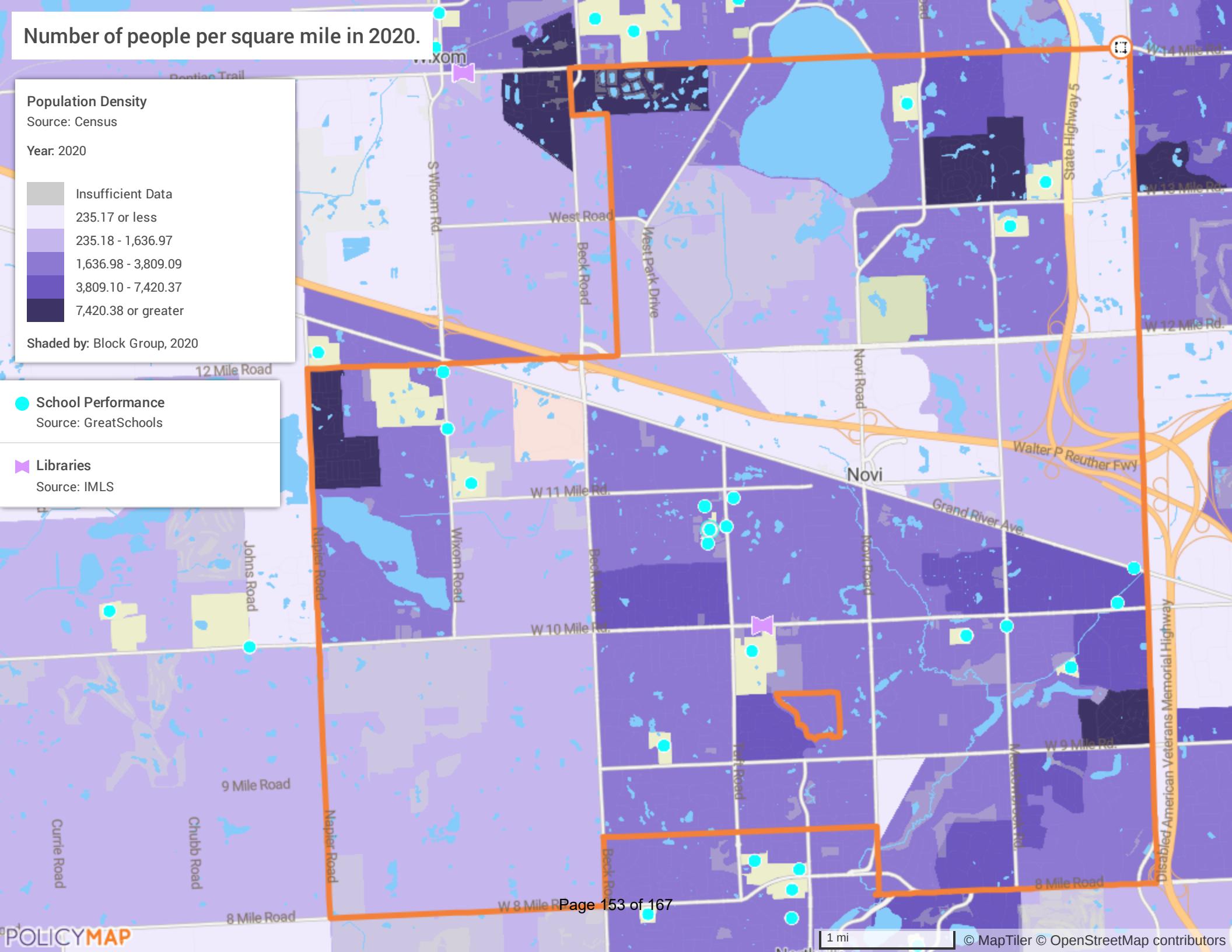
Postal vacancy data in this report is from a resident and business list compiled by Valassis Lists. This data shows a point-in-time snapshot of vacant addresses. For more information on Valassis Lists vacancy data, see our [Data Dictionary](#).

The source of crime data in the tables presented here is Federal Bureau of Investigation's Uniform Crime Reporting (UCR) Program, which compiles standardized incident reports from local law enforcement agencies in order to produce reliable, uniform, and national crime data. The UCR Program collects data on known offenses and persons arrested by law enforcement agencies. For details on this dataset, see the related entry for [FBI Uniform Crime Reports](#) in the Data Dictionary. Crime data in this report is not summed or aggregated, but rather listed for each of the complete areas within the study area for which crime is reported.

For the separate Employment and Crime Sections in this report, only locations for which data are available are included in the tables. If the section does not include information, no data was available for any of the locations or component parts of the area you requested for this report.

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Number of people per square mile in 2020.



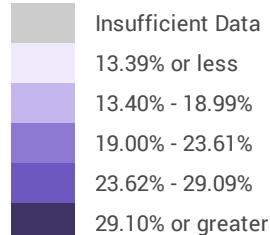
Estimated percent of all people under 18, between 2017-2021.

Pontiac Trail

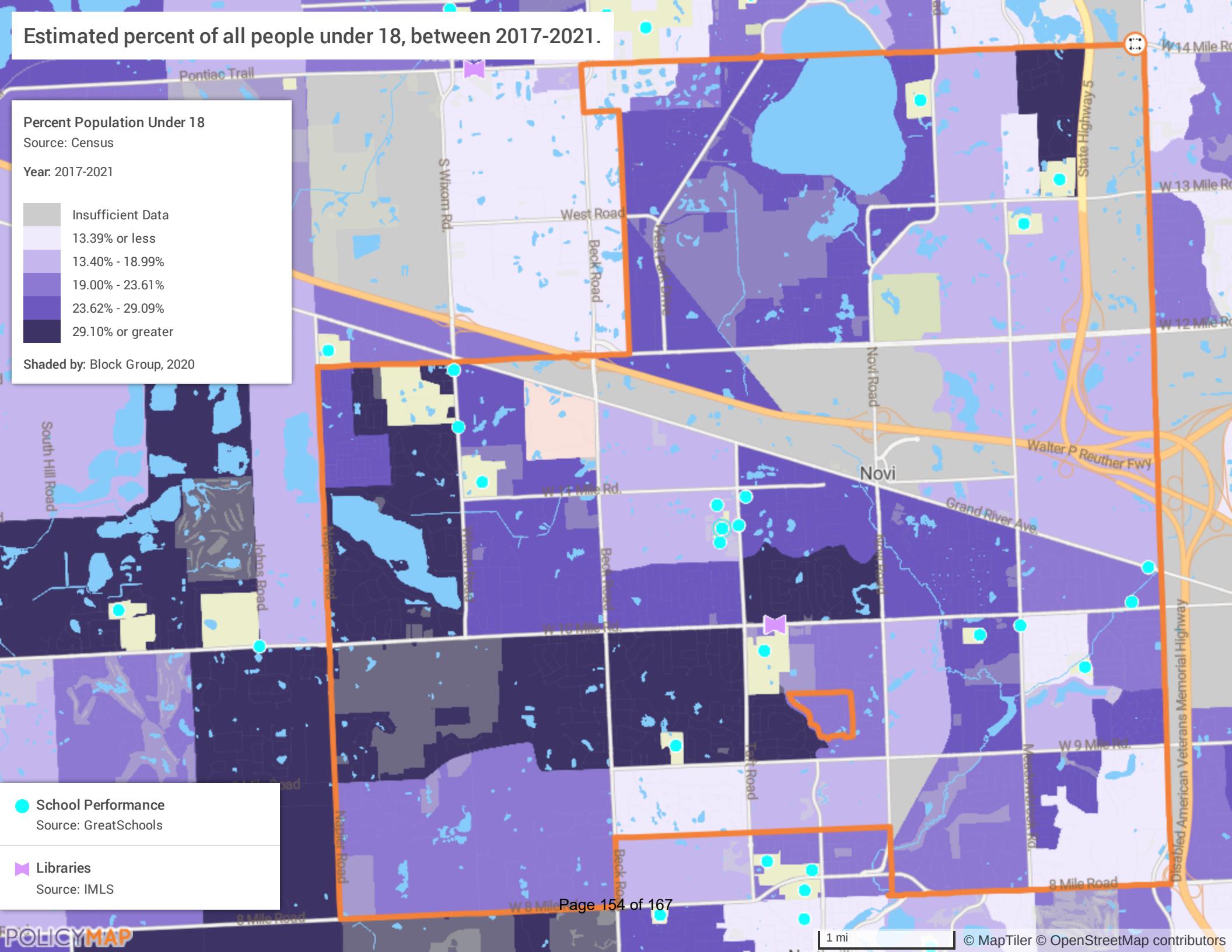
Percent Population Under 18

Source: Census

Year: 2017-2021



Shaded by: Block Group, 2020



● School Performance

Source: GreatSchools

■ Libraries

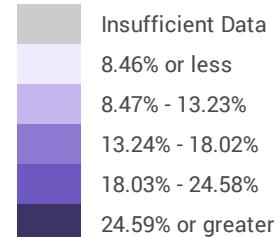
Source: IMLS

Estimated percent of all people 65 or older, between 2017-2021.

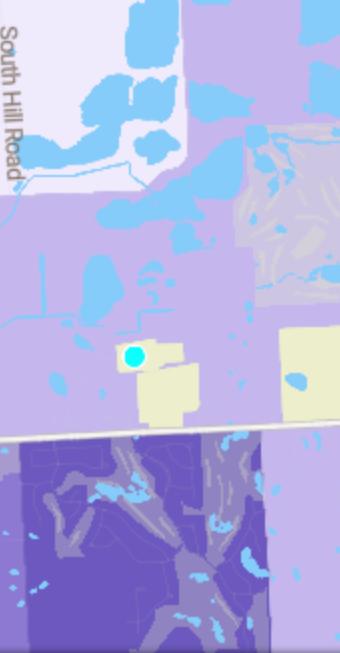
Percent Population 65+

Source: Census

Year: 2017-2021

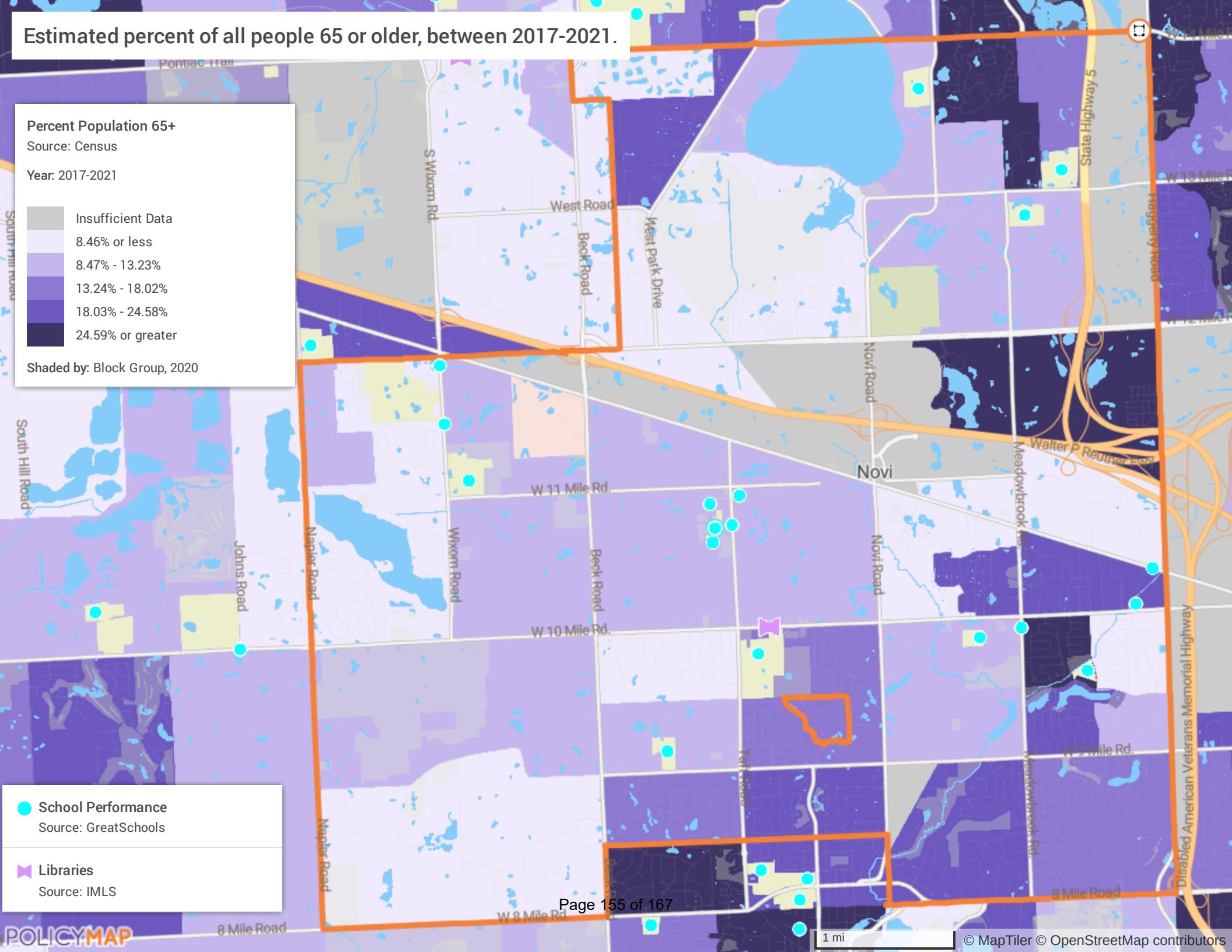


Shaded by: Block Group, 2020



School Performance
Source: GreatSchools

Libraries
Source: IMLS



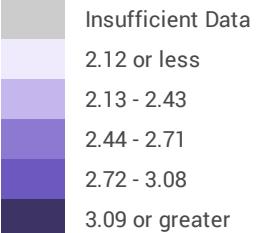
Estimated average size of a household, between 2017-2021.

Estimated average household size, between 2017-2021. A household includes all the people who occupy a housing unit as their usual place of residence. Averages are suppressed in cases where the sample of the average was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

Average Household Size

Source: Census

Year: 2017-2021



Shaded by: Block Group, 2020

School Performance
Source: GreatSchools

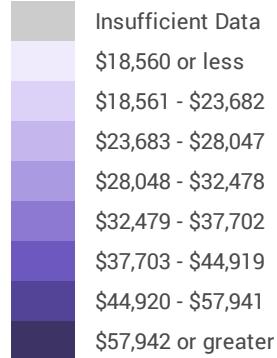
Libraries
Source: IMLS

Estimated per capita income, between 2017-2021.

Per Capita Income

Source: Census

Year: 2017-2021



Shaded by: Block Group, 2020

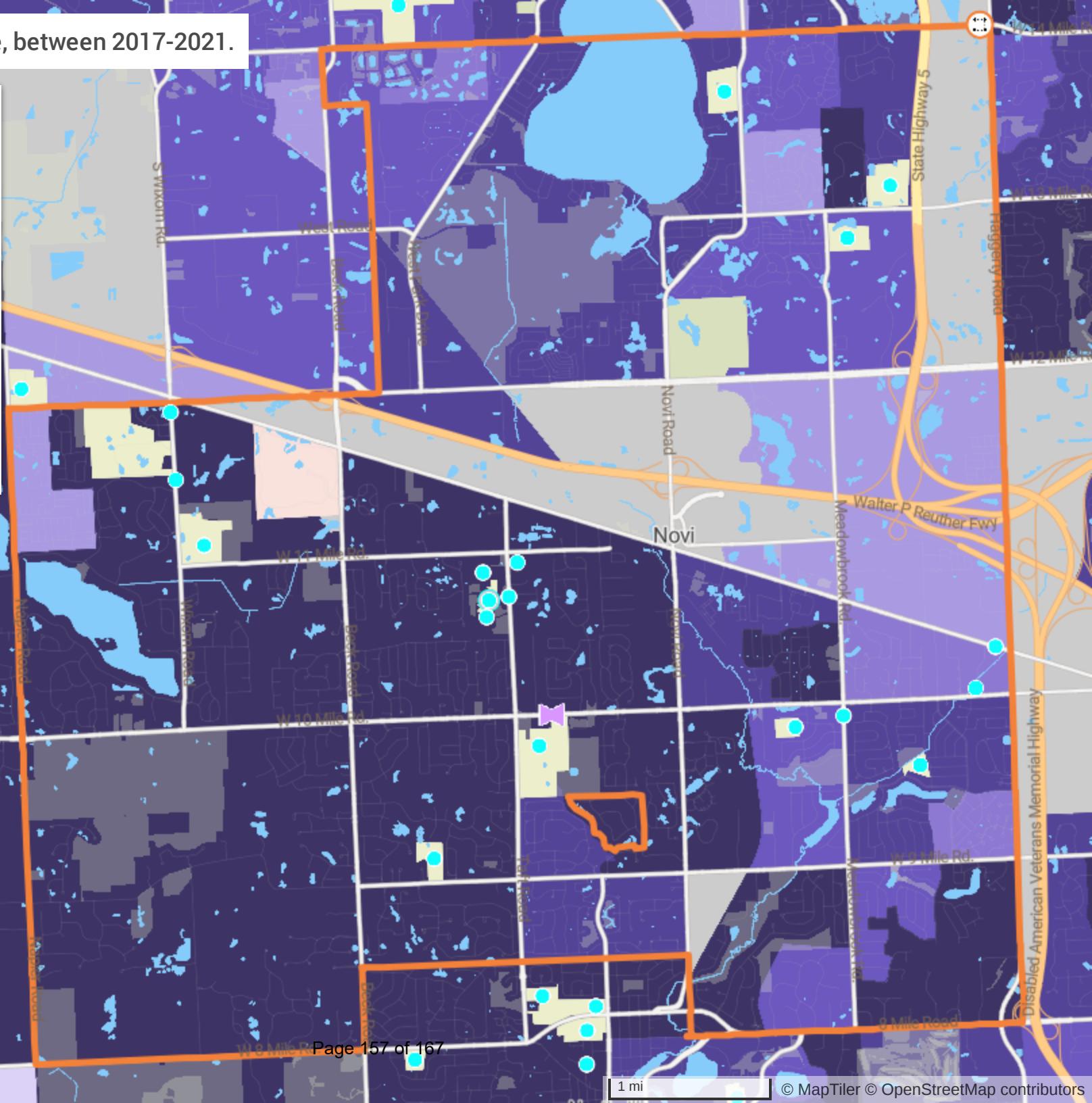


School Performance

Source: GreatSchools

Libraries

Source: IMLS



Estimated median value of an owner-occupied home, between 2017-2021.

Estimated median value of an owner-occupied housing unit, between 2017-2021. The value is based on survey respondents' estimates of how much their properties and lots would sell for if they were for sale. Medians were suppressed in cases where the sample of the average was less than 10 of the unit that is being described (e.g., households, people, householders, etc.). ACS employs values to indicate top and bottom ranges of values. A value of 1,000,001 indicates a value of 1,000,000 or greater, whereas a value of 9,999 indicates a value of 10,000 or less.

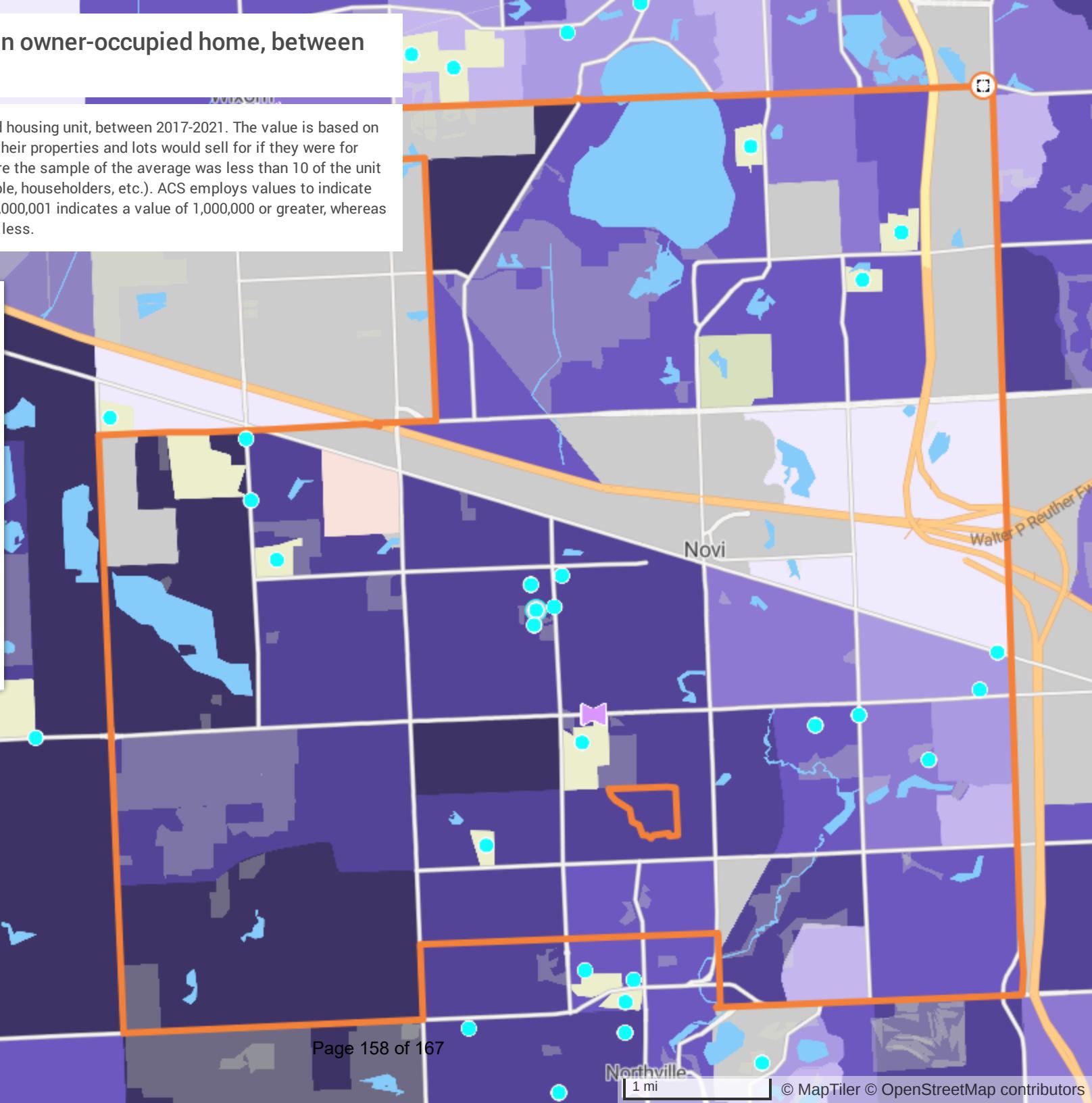
Median Home Value

Source: Census

Year: 2017-2021



Shaded by: Block Group, 2020



School Performance
Source: GreatSchools

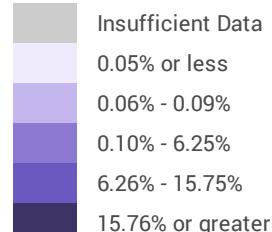
Libraries
Source: IMLS

Estimated percent of all families that live in poverty, between 2017-2021.

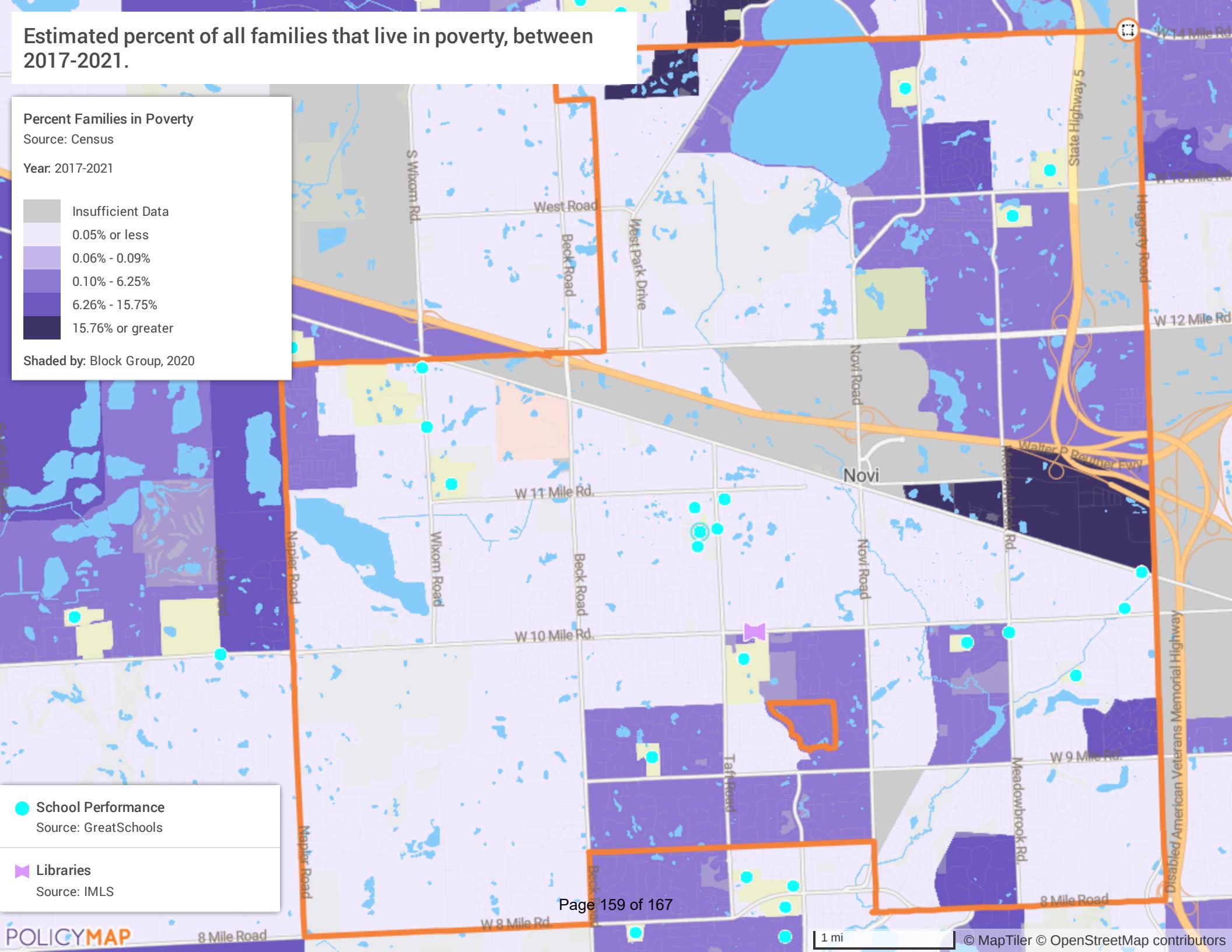
Percent Families in Poverty

Source: Census

Year: 2017-2021



Shaded by: Block Group, 2020



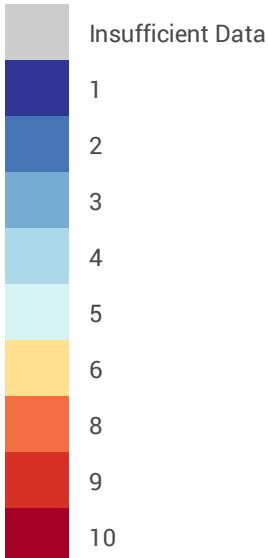
Area Deprivation Index state score in 2020.

Area Deprivation Index state score in 2020. The Area Deprivation Index (ADI) ranks neighborhoods on the basis of socioeconomic disadvantage in the areas of income, education, employment, and housing quality. Areas with greater disadvantage are ranked higher. National scores are normalized to the whole country, and state scores are normalized to a particular state. Higher Area Deprivation Index scores have been shown to correlate with worse health outcomes in measures such as life expectancy. This index was created by researchers at the University of Wisconsin-Madison based on a methodology originally developed by the Health Resources and Services Administration. Areas on this map are ranked against other areas within the state. State scores represent deciles. In other words, they are divided into 10 groups of the same size, where 1 is the lowest rate of disadvantage and 10 is the highest.

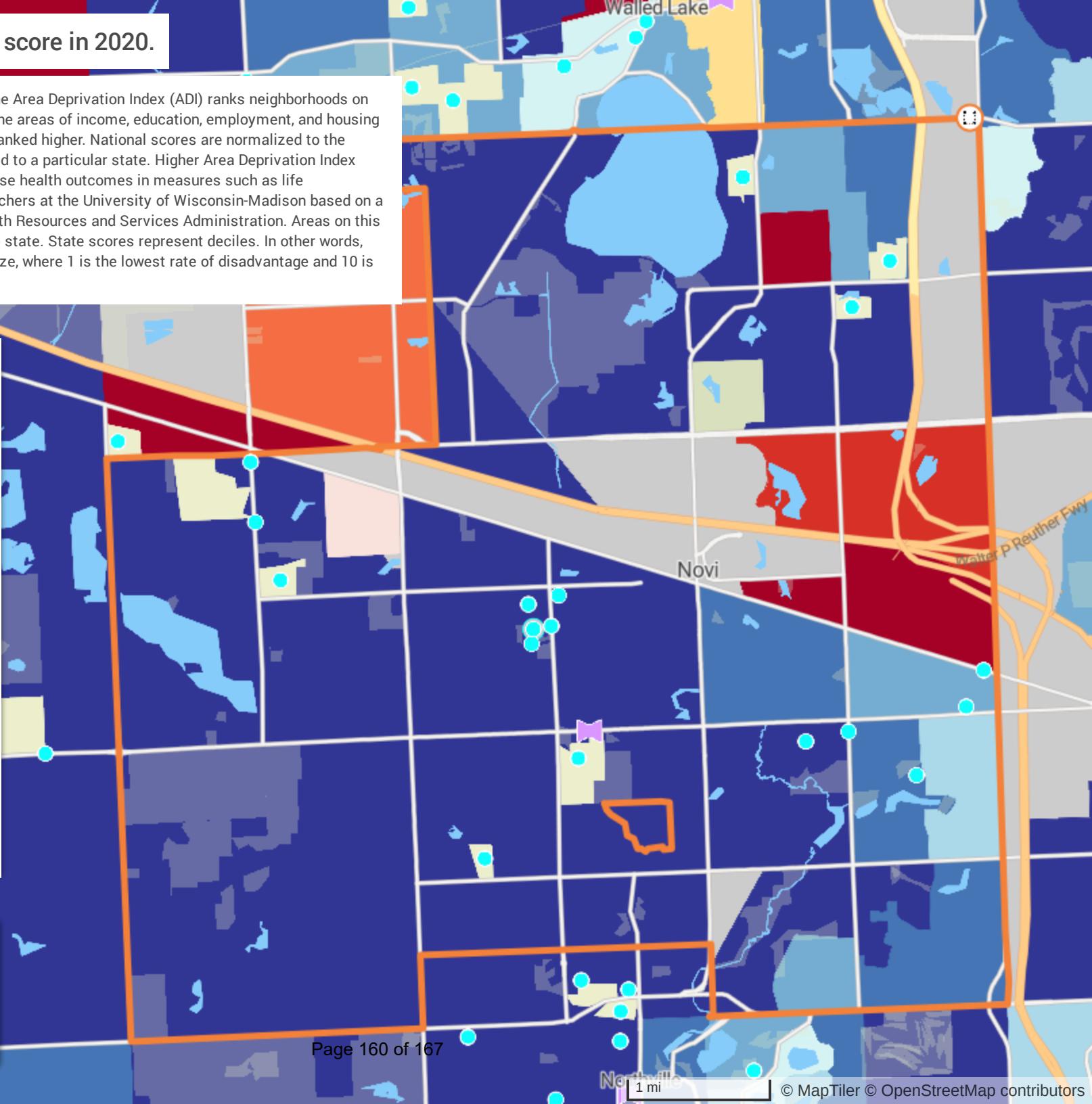
Area Deprivation Index State Score

Source: University of Wisconsin

Year: 2020



Shaded by: Block Group, 2020



Estimated percent of the population that is people of color, between 2017-2021.

Estimated percent of the population that is people of color, between 2017-2021. 'People of color' is defined here as anyone who identifies as Hispanic or Latino, multiracial, or any race other than White. Percentage calculations are suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

Percent People of Color Population

Source: Census

Year: 2017-2021

- Insufficient Data
- 8.51% or less
- 8.52% - 20.90%
- 20.91% - 39.75%
- 39.76% - 69.60%
- 69.61% or greater

Shaded by: Block Group, 2020

- School Performance
Source: GreatSchools

- Libraries
Source: IMLS

Estimated percent of all people who were foreign born as of 2017-2021.

Estimated percent of population who are foreign born, as reported between 2017-2021. The U.S. Census defines "foreign born" to refer to anyone who is not a U.S. citizen at birth. This includes naturalized U.S. citizens, lawful permanent residents (immigrants), temporary migrants (such as students), humanitarian migrants (such as refugees), and persons illegally present in the United States.

Percent Foreign Born Population

Source: Census

Year: 2017-2021

Insufficient Data

1.08% or less

1.09% - 2.64%

2.65% - 4.76%

4.77% - 7.61%

7.62% - 11.76%

11.77% - 18.36%

18.37% - 29.92%

29.93% or greater

Shaded by: Census Tract, 2020

School Performance

Source: GreatSchools

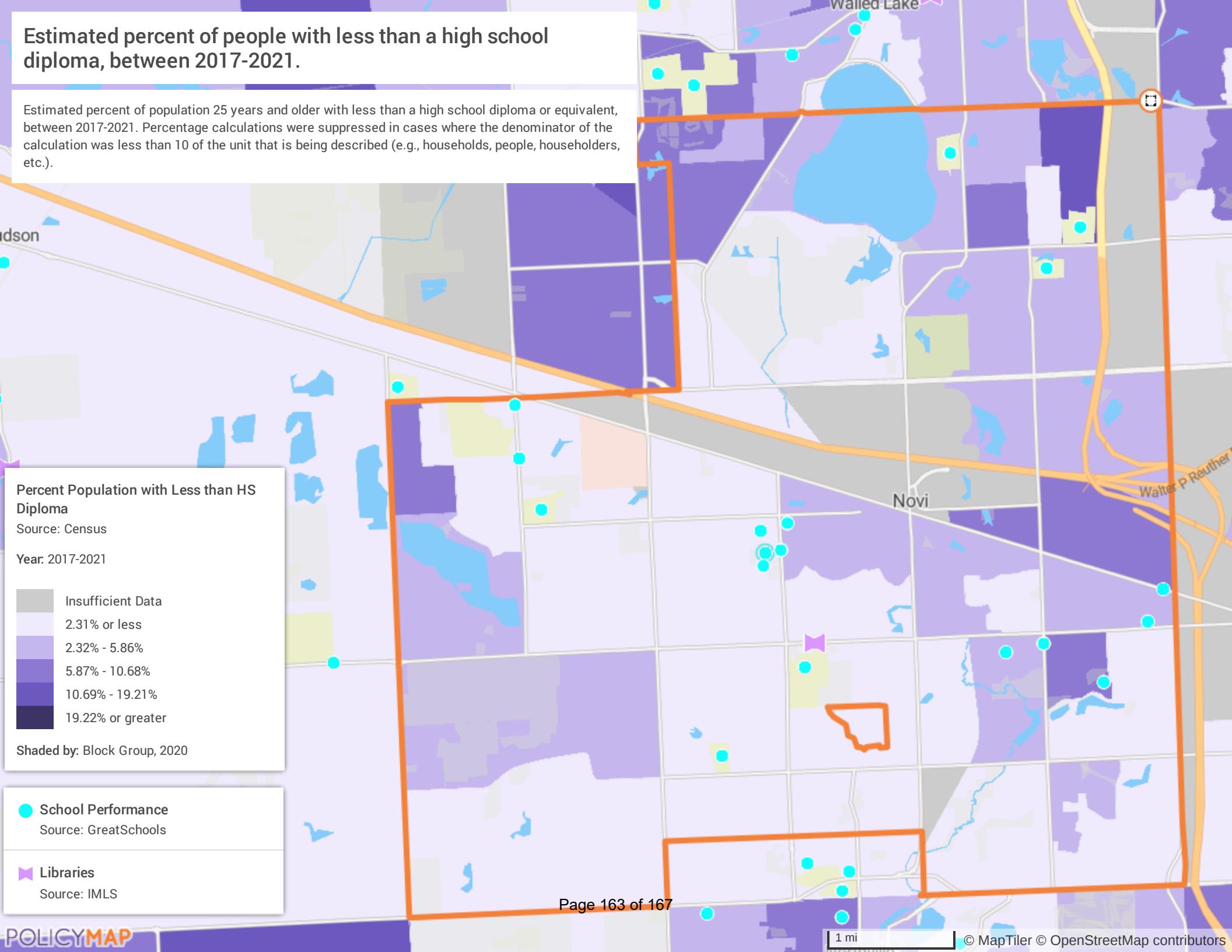
Libraries

Source: IMLS



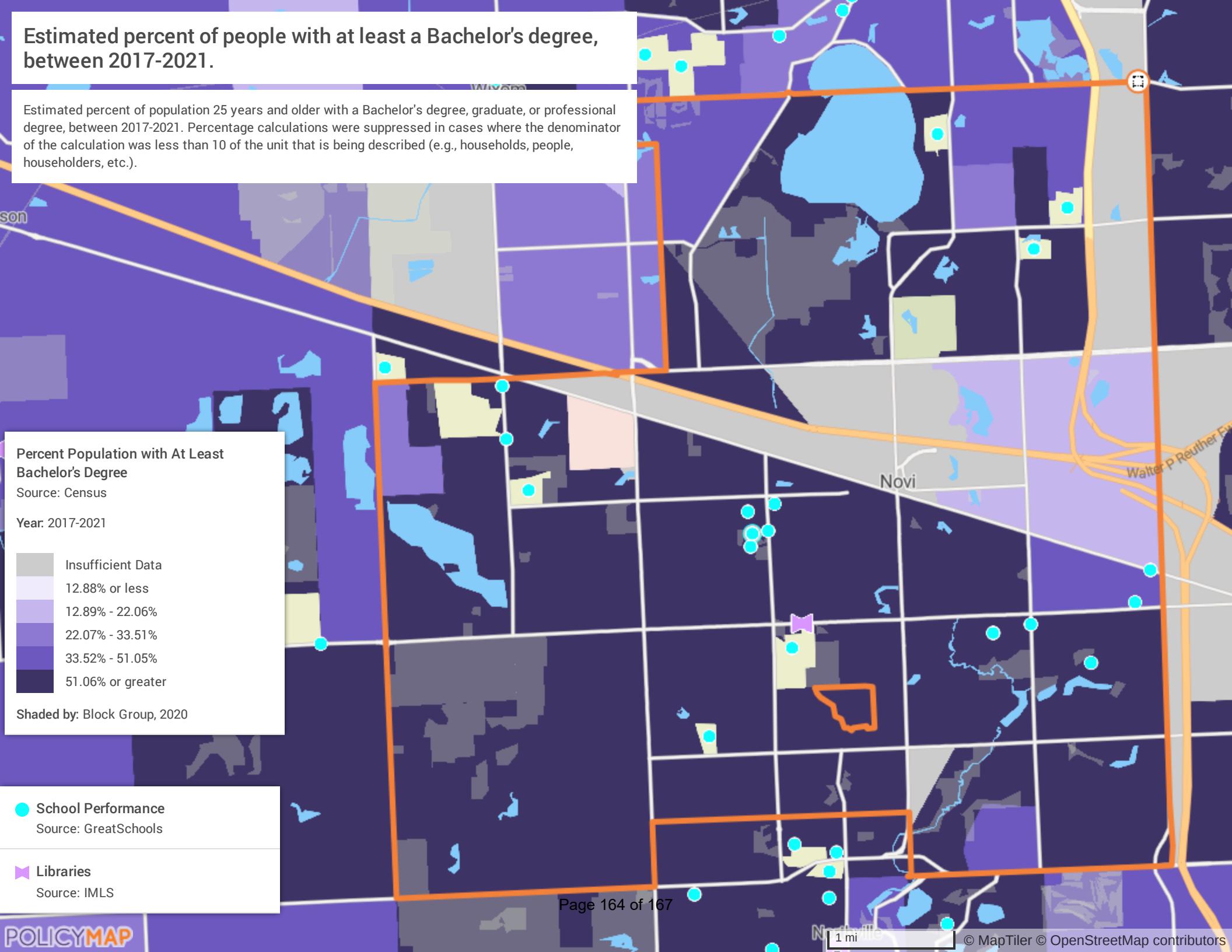
Estimated percent of people with less than a high school diploma, between 2017-2021.

Estimated percent of population 25 years and older with less than a high school diploma or equivalent, between 2017-2021. Percentage calculations were suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).



Estimated percent of people with at least a Bachelor's degree, between 2017-2021.

Estimated percent of population 25 years and older with a Bachelor's degree, graduate, or professional degree, between 2017-2021. Percentage calculations were suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).



Estimated percent of households with no internet access, between 2017-2021.

Estimated percent of households with no internet access, between 2017-2021. Internet access can include a subscription for dial-up, cellular, cable, fiber optic, DSL, satellite, or other service, or internet access without a subscription. Percentage calculations are suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g., households, people, householders, etc.).

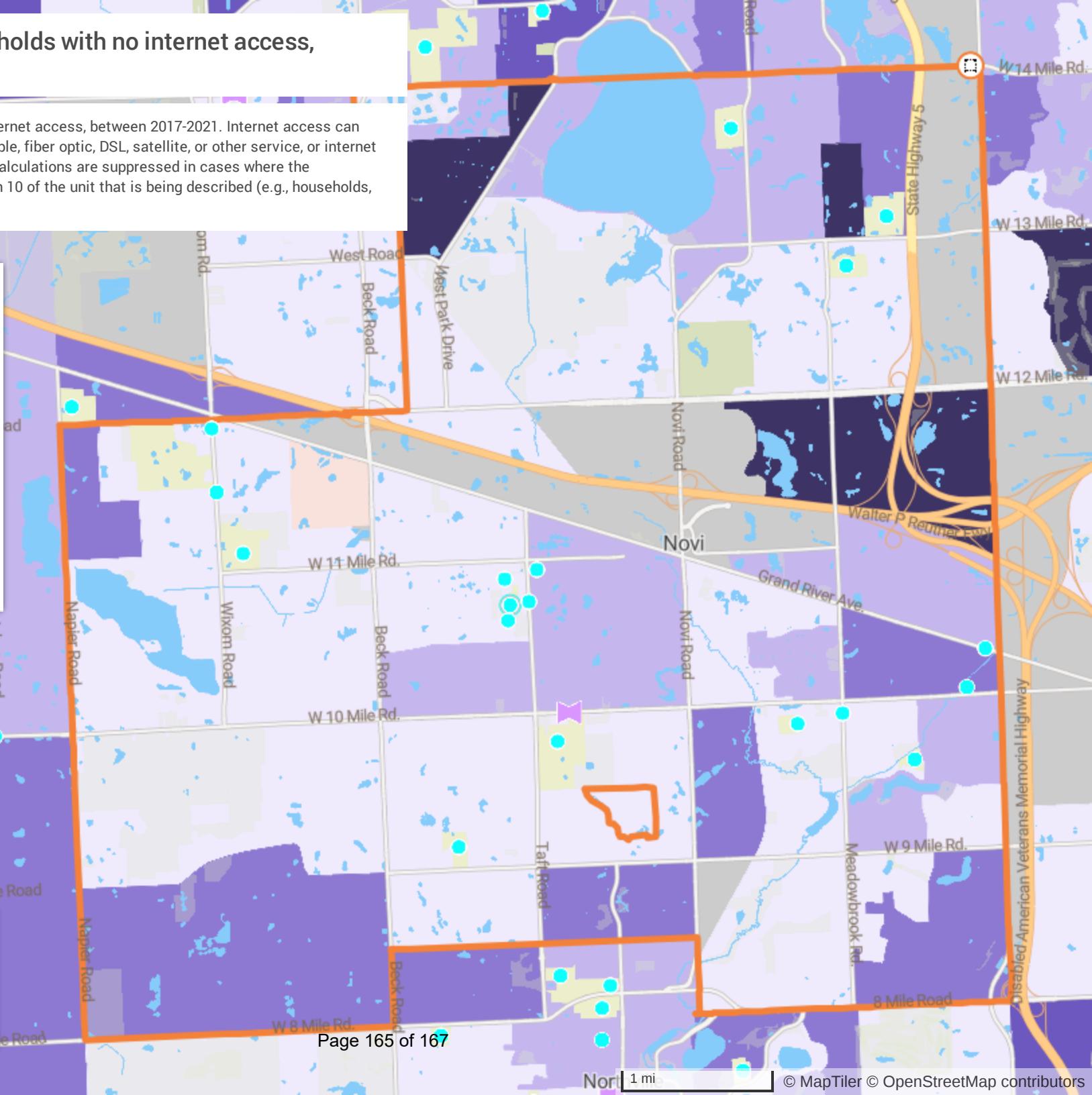
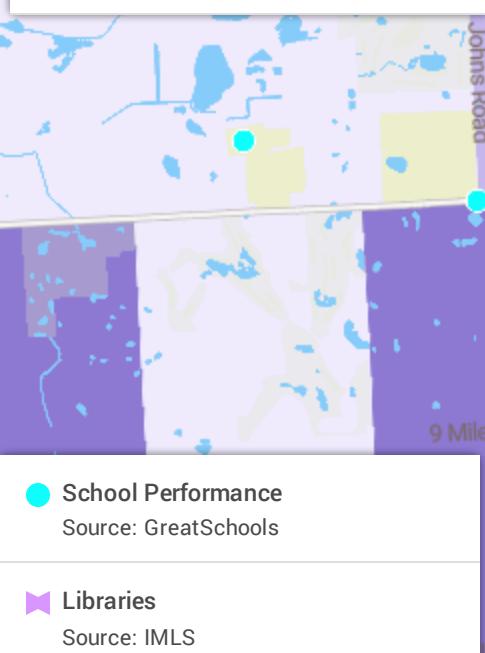
Percent Households with No Internet Access

Source: Census

Year: 2017-2021

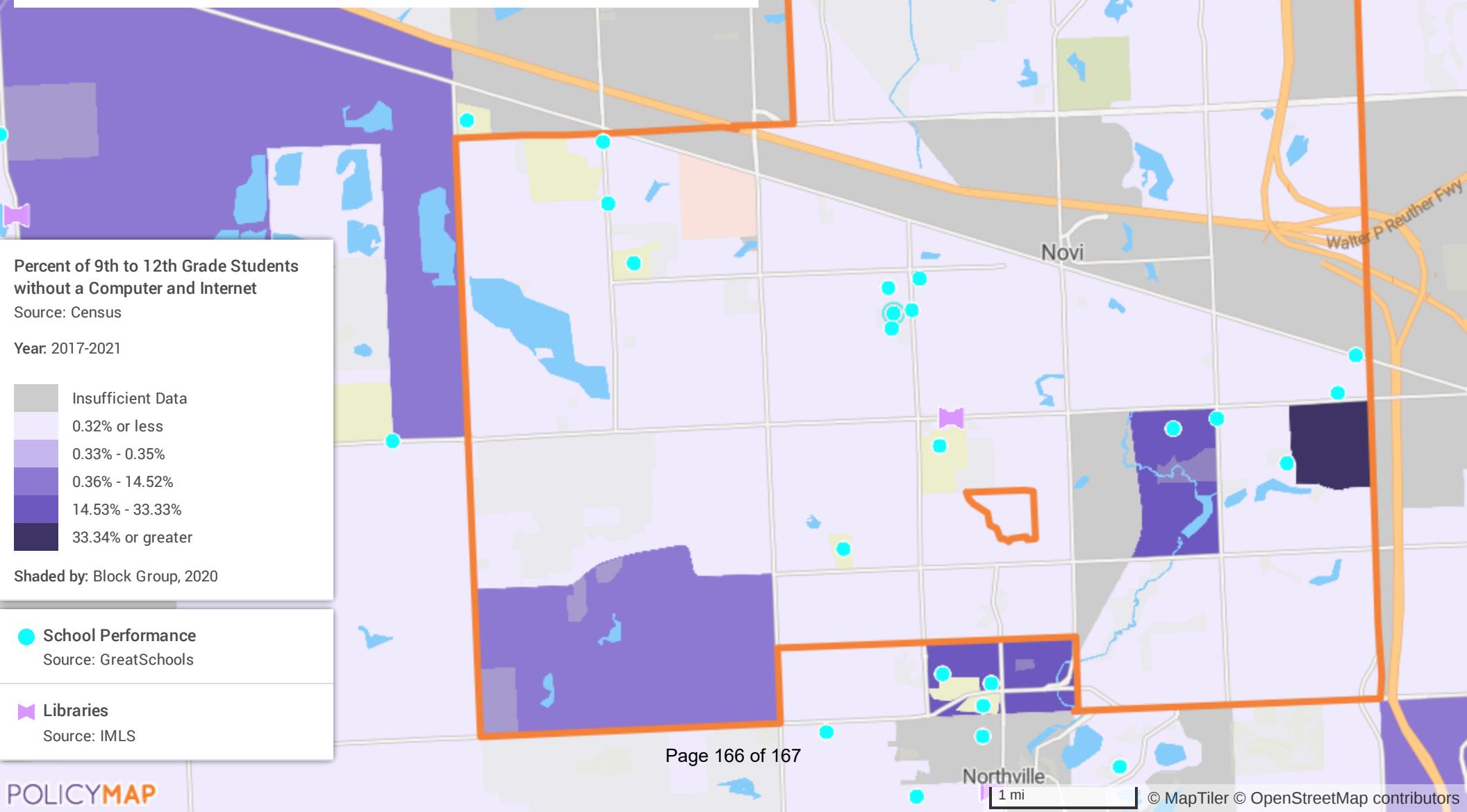
- Insufficient Data
- 1.65% or less
- 1.66% - 5.79%
- 5.80% - 11.08%
- 11.09% - 19.09%
- 19.10% or greater

Shaded by: Block Group, 2020



Estimated percent of students enrolled in 9th through 12th grade without a computer and an internet subscription, between 2017-2021.

Estimated percent of students enrolled in 9th through 12th grade without computer and internet subscription, between 2017-2021. This estimate is limited to population 3 and older. A computer can be a desktop or laptop, a smartphone, a tablet or other portable wireless computer, or some other type of computer. Internet access includes a subscription for dial-up, cellular, cable, fiber optic, DSL, satellite, or other service. Percentage calculations are suppressed in cases where the denominator of the calculation was less than 10 of the unit that is being described (e.g. households, people, householders, etc.) These values are calculated based on the total population living in households and do not take into account those living in group quarters.



Estimated median income of a household, between 2017-2021.

Libraries

