



troy public library

Troy Public Library

Strategic Planning Report

Prepared by
ReThinking Libraries, LLC

June 2024 – Version 1

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A Letter from RTL to the Troy Community

Troy City Council, City Leadership, and Troy Residents,

The Troy Public Library is once again in crisis. However, this time the crisis is not operational funding but a building that has serious issues and space limitations, is not serving the community well, and is creating a hostile physical environment for residents and staff.

ReThinking Libraries (RTL) is not the library consulting firm you hire when you are determined you want a new building. In our firm's 20-year history, and in Rob's 10 years of full-time library consulting, working with over 125 different libraries across the nation, we've recommended a replacement/new library only a couple of times. As we evaluate public library facilities, we often find current buildings are poorly configured or space is ineffectively allocated and organized. Usually, our advice is to fix those issues before any other steps are taken.

However, in the course of our work evaluating the Troy Public Library (TPL) and its services to facilitate the Library's new strategic plan, three things became very clear to us:

- The library is highly utilized by the community and already running above capacity for the space and resources it has available, despite missing key space, resource, and design components typical of modern libraries.
- At 50,000 square feet, the Library is at least 50% undersized for the community's current population (should be in the 75,000 to 90,000 square foot range). This space shortage is made more challenging by the very high usage level. The lack of space is most acute in the areas of insufficient meeting space(s), reading/workspace, youth and teen space, and the most inadequate staff spaces we've ever encountered in a library of this overall size and usage level.
- The current structure has significant issues, and its configuration severely limits the ability to adjust layout and space allocations through modest renovations. Issues like ADA access, security, space allocations can only be addressed through significant renovation. Even issues like roof leaks, technology, and HVAC issues have reached a point where fixes aren't correcting the inherent deficiencies of the building meaning the money spent on those smaller fixes are becoming wasteful.

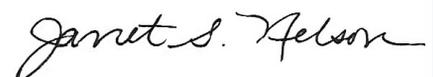
All of these limitations and issues are having a determinantal impact on staff and library users.

The leaders and residents of Troy will ultimately have to decide what is best for the community in terms of the library facility, including how to best finance whatever path is chosen. It's not a unanimous sentiment, but it was clear to us the majority of Troy residents we heard from want a better library facility. One that better aligns with the educational and lifelong learning ethos of the community and reflects the outstanding nature of the City.

This type of letter is a first for our organization, but the TPL situation struck us as worthy of this level of direct communication and recommendation. We've rarely seen a library facility so desperately in need of replacement or at the very minimum, a total strip-down renovation with a significant expansion.



Rob Cullin
Managing Principal, Co-Founder
ReThinking Libraries, LLC



Janet Nelson
Principal, Co-Founder
ReThinking Libraries, LLC

ReThinking Libraries Background

Strategic planning for Public Libraries is a primary service offered by RTL. Rob and Janet have collectively led over 80 public library strategic plans in the past 10 years. Our services are differentiated by our custom approach adapted to each client's needs. The process evolves throughout the project to achieve the best results. Our approach can be basic for libraries new to strategic planning or quite advanced for those pushing for more cutting-edge approaches to library service.

The team has been involved in strategic planning for a multitude of organizations since 1996. Our work has been with libraries, library associations, non-profit organizations, and small and large for-profit businesses. We have been facilitators, analysts, executives, team leaders, and team members in plan development. Since 2014 alone, RTL team members have worked with over 125 different library organizations; conducted over 1,350 community engagement sessions with over 10,000 attendees; and conducted over 120 online surveys with over 75,000 participants.

Throughout these experiences, as well as Rob and Janet's previous business experiences, they have worked with a variety of strategic planning methodologies, approaches, and styles. This variety has enabled them to utilize many different approaches in addressing planning for various types of organizations, communities, and organizational cultures.

A sampling of the recent Strategic Plans, Community Needs, and Facility Assessments projects facilitated:

- Cromaine District Library (MI) – (2023-2024) – Strategic Planning
- Novi Public Library (MI) – (2023) – Strategic Planning
- Fox River Valley Public Library (IL) – (2023-2024) – Strategic Planning & Facility Assessment
- Downers Grove Public Library (IL) – (2023) – Strategic Planning
- Glencoe Public Library (IL) – (2022-2023) – Strategic Planning
- Mary Riley Styles Public Library (VA) – (2022-2023) – Strategic Planning, Facility Assessment & Design
- Cecil County Public Library (MD) – (2023) – Strategic Planning
- Mount Prospect Public Library (IL) – (2021-2022) – Strategic Planning
- Sun Prairie Public Library (WI) – (2022) – Strategic Planning
- Sterling Heights Public Library (MI) – (2022) – Strategic Planning
- New Providence Memorial Library (CT) – (2022) – Strategic Planning
- Mason County District Library (MI) – (2021-2022) – Strategic Planning
- Fulton County Public Library (IN) – (2021 & 2023-present) – Strategic Planning and Facility Assessment
- Adrian District Library (MI) – (2020-2021) – Strategic Planning and Facility Assessment & Planning
- Saline District Library (MI) – (2020-2021) – Strategic Planning

We are currently just finishing Strategic Plans and/or Facilities Assessments for the following Public Libraries :

- St Clair County Library System (MI)
- Mount Clemens Public Library (MI)
- Summit Free Public Library (NJ)
- Manatee County Public Library (FL)
- Pikes Peak Library District (CO)
- Westminster Public Library (CO)

“The moral test of a government is how that government treats those who are in the dawn of life, the children; those are in the twilight of life, the elderly; and those who are in the shadows of life, the sick the needy and the handicapped”
– Hubert Humphries

Onsite Visits

- The RTL team made 4 visits to Troy throughout the project to tour and evaluate the building, meet with staff, community leaders, and residents.

Facility Assessments and Preliminary Space Needs Analysis

- During the initial onsite visit, RTL completed its facility evaluation and multiple space usage observations.
 - Over the three days that RTL was onsite (for community engagement sessions) the space usage of all areas was observed looking at usage and busyness levels.
 - Walk-through observations were made of all public areas 4-8 times per day throughout the days onsite.
 - The Preliminary Space Needs Analysis is included in the Appendix

Benchmarks

- RTL pulled together a benchmark analysis to compare TPL against other relevant and similar libraries in Michigan.
 - This analysis looked at usage and statistical comparison of TPL across various metrics, focusing on per capita rates to get as close as possible to similar libraries.
 - In addition to our standard raw statistical comparison, RTL completed a Busyness Analysis that utilizes a weighted composite of all usage statistics into a single number. This number is then used to look at usage rates per square foot of space, open hours, and staff levels (FTE) compared to similar libraries.
 - The overview of those comparisons is contained in the Appendix.

Community Engagement, Intercept Activities, Surveys, and Interviews

- A variety of methods were utilized to engage the community and seek input into the strategic planning process.
 - Community discussion sessions (community leaders, residents, educators, teens, and more)
 - Staff discussion sessions (supervisor and non-supervisor sessions were held separately)
 - Community Leaders/Council Members were interviewed
 - An online and paper convenience survey was conducted
 - A quick digital visual intercept survey was implemented to gain additional input
 - A physical visual voting exercise was also done to gather additional input from residents
 - See the next page for additional information about all of these activities
 - The appendix includes summaries of the engagement and survey results, in addition to, all detailed results except for the open-ended answers found on the library's planning portal website.

"Books saved my sanity; knowledge opened the locked places in me and taught me first how to survive and then how to soar"
– Gloria E. Anzaldúa

Surveys and Public Engagement

- Over 2,700 Troy residents participated in the convenience survey, mostly through the online portal.
 - Nearly 90% of the survey takers use the library to some degree (in person or through online digital resources).
 - Over 98% feel the Library is an important part of the community.
 - Spaces, accessibility, physical resources, and technology were the elements that the community was the least satisfied with.
 - The various intercept exercises and surveys indicated all the elements missing or in short supply in the current facility are very high on the community's "want/need list" (for instance, more youth space, study rooms, more program and meeting space, quiet spaces, and improved technology areas).

Community and Staff Discussion Sessions

- ReThinking Libraries held 10 community and staff engagement sessions with 113 participants.
 - Participants considered the Library to be the heart of the community.
 - Much of the discussion was centered around how the current spaces are not adequately meeting the community needs (need more study space, separation of quiet spaces, improved restrooms, etc.).
 - ADA accessibility is compromised for the public and the staff and it limits usage by many.
 - There is a desire for broader collections and more programs, but space limits the ability to expand.
 - Technology needs to be updated to accommodate user devices, improve security, and provide more access to modern technology solutions that users now expect from libraries (maker equipment for instance).

Community Leaders and Staff Strategic Planning Sessions

- A Strategic Retreat was held on October 24, 2023, and included 31 participants.
 - Participants included library administration, supervisory and non-supervisory staff, city staff, patrons, business leaders, and teens.
 - The retreat format was different from our typical approach and focused on answering questions about the Library and its role in the community.
 - Nearly all participants received a guided tour of the library before the retreat.
 - Since it has such a profound impact on the ability to provide service, a big focus became the development of various scenarios for improving or replacing the existing building.

Council Presentations and Discussions

- June 10th City Council Presentation – Overview of process, findings, and proposed strategic plan
- June 24th City Council Information Session

*"Education must not simply teach work; it must teach life."
– W.E.B. Du Bois*

A Library Facility in Crisis

- Despite some investment, the library facility is a highly flawed and troubled building.
 - Numerous building issues are ongoing.
 - Significant roof leaks despite a replacement in recent years, mold issues in the HVAC system, insufficient power, and technology.
 - Accessibility overall is poor throughout the building, public usage of the basement (Friends book sale) despite no public elevator limits accessibility.
 - The near consensus staff view is that the Library is a “sick building” based on how environmental conditions impact their health and morale at work.
 - The building footprint does not allow for layout changes through modest renovations.
 - Modern improvements around technology, accessibility, sustainability, and safety can only be met with significant renovations.
- The library facility is significantly undersized for the size of the Troy community, which is further exasperated by the high usage.
 - TPL is at 0.57 sq. ft./capita
 - National Average Range: 0.80 - 1.2 sq. ft./capita, Detroit Metro Cohort Avg: 0.92 sq. ft./capita
 - Based on usage, TPL should be above that top National Average level to best service its residents
- The library facility is missing significant elements/features common to most libraries (especially in the Detroit Metro area).
 - Study/Meeting Rooms, sufficient meeting/program space to support both library programming and community use
 - Family/children’s restrooms
 - A truly separated teen space
 - A creative/makerspace area
 - A fully accessible Friends Bookstore
 - Adequate staff work and office space
- The Children’s area is the space most insufficiently sized and featured to meet usage and community demand
 - The early literacy area is not large enough and the tween area is mostly non-existent.
 - The teens also have insufficient and poorly positioned areas to support their needs.
 - The youth services office is the most cramped and overcrowded staff space we’ve ever encountered in our work.
- Overall, the combined lack of space and features is a major limiter to the effectiveness of the Library and the library staff in serving the community.

The library’s space deficiency is severely limiting the library’s ability to deliver needed and desired services by negatively impacting efficiency, staff morale, and lack of key spaces critical to resident needs.

Public View and Usage

- TPL has high usage (some of the strongest post-Covid usage we've seen).
 - During frequent space observations, the tables in the adult space were 90%+ utilized during most open hours (tables with at least 1 person at them), dwell times (length of time at the library per visit) at the library appear to be quite above average based on our observations.
 - Youth space usage has big swings, where at times it is quiet and at other times there are more people than practical/effective in the space/area.
 - Engagement participants shared the same view, that when busy, the youth space is overwhelming and too crowded.
- The community has strong support for the Library.
 - This is evidenced by:
 - Two voter-passed millages.
 - Strong survey response (an all-time high for an RTL client on a per capita basis).
 - Well above average turnout at the community engagement session.
 - Overwhelmingly positive sentiments in favor of the Library shared by the community in both surveys and sessions.
 - The Library acts as a social connector, the only public resource that is free and open to all.

The Troy Community wants an “A” library to align with the “A” level commitment they have to education and learning for all.

Staff View and Impact on Staff Effectiveness

- As mentioned before, the staff nearly unanimously view the Library as a “sick building” and many are having negative health impacts due to the mold and other inadequacies.
 - Lack of adequate workspaces for most departments is having a highly negative impact on both morale and effectiveness/efficiency.
 - The staff often have to take over public spaces or limit the use of program spaces as they must utilize those spaces for the development and preparation of other programs.
 - Staff morale is clearly negatively impacted by the poor space conditions. In our work, we've never encountered a staff more negative about their building and staff working conditions.
 - The TPL youth offices are the single most cramped office setup we've ever encountered in our over 20 years of working with libraries.
 - TPL is a very good library in terms of staff and services but, maintaining that without addressing the significant building issues will be nearly impossible and highly expensive (higher than average turnover, having to pay further above average compensation rates to offset the poor work conditions).

A TPL staff armed with an “A” level building could deliver A+ levels of library services, programming, and support to the Troy community.

*“A library outranks any other one thing a community can do to benefit its people.
It is a never-failing spring in the desert.”
-- Andrew Carnegie*

Strengths

- *Committed customer-focused staff*
- *Solid community commitment to the library (based on recent millage passages and very strong survey response)*
- *High usage of the library with a longer than average dwell time based on observations*
- *Over 2/3rds of households in Troy have at least 1 library card*
- *Strong materials circulation/usage*
- *Strong partnerships within the community*
- *Positive community perception of the Library*
- *Good youth & teen programming: offerings and attendance*
- *Above average marketing and branding (especially compared to most libraries)*

Weaknesses

- *Facility/infrastructure is highly limiting and insufficient to support usage levels and staff*
 - *0.57 sq.ft./capita versus 0.92 sq.ft./capita local and national average*
- *Building issues overall (air quality, numerous roof leaks, space layout isn't optimal)*
- *Lack of program and meeting space*
- *Lack of quiet study/meeting rooms*
- *Lack of a teen space that is appropriate for the level of teen usage and engagement*
- *Lack of family restrooms*
- *Funding is slightly low, especially relative to usage and community expectations*
 - *\$51/capita vs \$61 average funding per capita of most similar usage level libraries in the comparison cohort*
- *Funding and staffing to meet all the needs of partnerships and community service expectations*
- *Negative impacts on the staff of working with such limited/flawed infrastructure/facilities*

Opportunities

- *Highly diverse community*
- *Increase partnerships with other city agencies*
- *Leveraging partners as conduits for outreach and marketing*
- *High Teen Usage / Engagement and their need/desire for volunteer opportunities*
- *Education's focus/importance in the community*
- *Strong services to and engagement with families and youth in the community*
- *Leveraging strong support and engagement into needed changes related to the facility*

Threats

- *Renewing millage*
- *Building's further deterioration*
- *Building issues and limitations creating staff turnover and/or poor morale*
- *Expectations of the Library as a community center, after- school care, etc. without the funding to actually deliver those needed services*
- *Public transportation basically non-existent*
- *General lack of understanding by some that books are not going away and that educational and cultural programming is a cornerstone of modern library services*



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The Troy Public Library Strategic Plan

The following eight pages of content represent the proposed Strategic Plan developed as a result of all the earlier described analysis and assessment.

It was derived through the synthesized efforts of the Community Leaders, Residents, and Staff who participated in the Strategic Retreat and follow-up meetings and activities.

MISSION

Creating an inclusive and dynamic space that connects community, learning, and culture.

VISION

A vibrant and nurturing place that inspires and cultivates learning, diversity, collaboration, and enjoyment.

VALUES

Innovation:

We are adventurous and open-minded, evolving as community needs change.

Learning:

We inspire and encourage lifelong learners helping them discover and cultivate their passions.

Community Focus:

We build relationships within our community and reflect their expectations through quality spaces, programs, and services.

Inclusion:

We create a welcoming environment for all embracing differences and diverse perspectives.

"I believe we are here on planet Earth to live, grow up, and do what we can to make this world a better place for all people to enjoy freedom"
– Rosa Parks

Strategic Why & How

The Library's Why

- The Library is a community and social connector/a third place for many
- The Library is the only resource open to everyone that is also free
- It is a busy and highly utilized community resource
- It is the only place providing life-long learning without a fee or commitment
- The community HIGHLY values education, however this has not been fully reflected in its library investments to date

The Legacy Desired

- A library reflecting the community's strong commitment to education and learning for all
- Resource and service assets benefitting everyone in the community
- A central hub creating better community connections
- A center promoting innovation and creativity throughout the community

Who Isn't Being Served Well?

- Families with young children don't have sufficient space or amenities (family restroom, interactive play and imagination areas) to support their learning and educational development
- Teens, Tweens, and Students in general don't have appropriate spaces (size or configuration)
- Residents of all-ages with various life challenges don't have an easy-to-access building, appropriate social connection spaces, technology training zones, or other needed tech & resources
- Remote Workers / Telecommuters who need a reliable non-home-based spaces to work

How Do We Communicate This?

- Work with the Council/City Leadership to define the role/importance of the Library
- Develop community champions engaged in furthering the story and importance of the library
- Communicate the needs, the whys, and the consequences of non-action
- Utilize digital technologies to reach residents but don't forget about traditional mediums

How Can We Fund and Support It?

- Work with city leadership/council on funding initiative options that will be needed to provide the bulk of the funding. Some supplemental funding could come from...
 - A foundation/endowment to increase the private funding channels for the Library
 - Corporate partnerships and sponsorships providing financial support

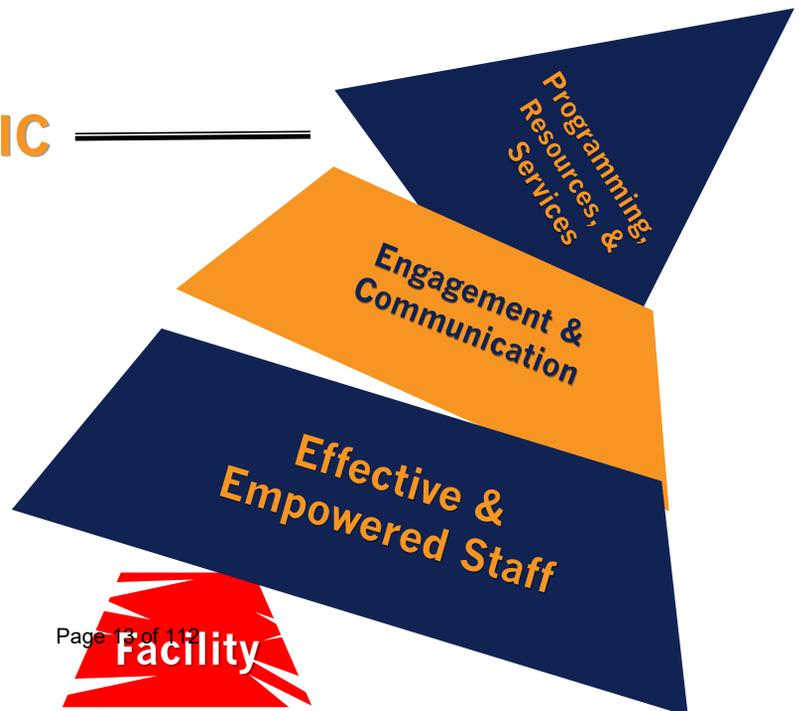
Strategic Overview

- Typically, the library **Facility** would sit as the strong foundation of a city's library services, enabling and driving all strategic aspects of the library.
- In the case of TPL, **the Facility is the limiter. It does not support the weight of staff needs, necessary resources, and public demand.** This is creating a crisis in library services for Troy which will only worsen with time and neglect.
- **Engagement and Communication** will need to be focused on sharing the message and expanding the understanding of the severity of the issues to coalesce community support around a major facility upgrade.
- **Programming, Resources, Services, and Staff Effectiveness** will remain status quo or face targeted reductions until the Facility crisis can be resolved.

HEALTHY



TROY PUBLIC
LIBRARY



Facility

Goals:

- **Get citywide agreement on the need to improve access to resources, services, and spaces leading to popular support for a major facility improvement plan. This updated or new facility should ensure all residents, including those with mobility limitations, neurodivergence, or lack of experience with libraries, feel welcome and comfortable utilizing the Library.**
 - Develop a plan, supported by the community, that overcomes the Library’s physical shortcomings.
 - Ensure the plan addresses the Library’s ability to provide a safe and welcoming spaces for all with the technology and infrastructure to support today’s users and tomorrows
 - Address the need to provide a facility supporting the staff and their ability to effectively deliver services and resources.

OUTCOMES:

- **All community members can comfortably access and utilize the library building and services, which has appropriate space(s) for the people that use it, the resources they need, and staff have sufficient spaces and resources to effectively do their jobs.**
 - Overall increase in the use of library resources.
 - Users experience a larger variety of library services and resources on each visit.
 - Staff are more satisfied with their working environment and feel supported to do their best work, leading to higher job satisfaction and better staff retention.
 - The Library offers more creative and collaborative opportunities and expanded meeting and study spaces including support for after-school activities.
 - The community highly utilizes and appreciates the creative resources and spaces.
 - Community satisfaction with the facilities is improved.
 - A larger share of currently underserved community members are engaged and positively impacted.
 - Users attest to the Library and its facilities being key community service and resource cornerstones.
 - Increases/maintains a high level of community members who believe the Library makes Troy a better place to live.

POSSIBLE INITIATIVES:

- Work in partnership with City Leadership and Council to evaluate the options for a vastly improved or possibly new library building
- Agree on a Library plan that meets the economic and service needs of Troy that is likely to receive public support at the ballot box
- In the short term, evaluate shifting public space as needed to staff space to ensure staff members have at least minimally adequate space to do their jobs effectively in a safe and reasonable environment.

Staff Effectiveness

Goals:

- **Increase the overall well-being and effectiveness of staff by ensuring the infrastructure and support needed to serve the community is in place and further empowers them to confidently respond to the current and future needs of the community.**
 - Make staff a key resource in seeking to address the facility needs of the Library and its users
 - Together, leadership and staff inspire a culture of organizational excellence and shared satisfaction in the impact of our work.
 - Create a structured framework for professional development and training that ensures all staff's ability to contribute to the Library and City Missions.

OUTCOMES:

- **A happier staff, with improved retention, who are better positioned to support the community and deliver needed services.**
 - Overall library organization better supports day-to-day work, consistently empowers staff to do their best work, and enables the highest level of effectiveness.
 - Staff report higher levels of job satisfaction and a library with a healthy organizational culture, providing all staff with what they need to drive success for themselves and TPL.
 - Staff have access to training, professional development, and resources they need to thrive as TPL team members.
 - Increased retention of employees across all job levels.
 - Increased opportunities for career growth within the Library.
 - Increased staff awareness of benefits and resources available.
 - The Library is seen as a friendly, welcoming place where users have their service needs met.

POSSIBLE INITIATIVES:

- Due to highly limited space, impeded by facility limitations/issues, continue to seek creative ways and locations for staff to do off-desk work, likely shifting public space to create adequate space for staff to be effective.
- Ensure staff are engaged as an active partner in the advocacy and the planning efforts for the facility
- Increase investment in staff (training, compensation, benefits, mental health support, family support, etc.)
- Seek to expand the diversity of TPL staff, better reflecting the very diverse community served
- Improve staff access to information and explanation of staff benefits/resources

Engagement & Communication

Goals:

- **Develop and refine the library's story about both the impact it has and the limitations of its current infrastructure, leading to city-wide agreement on new investment in the library's facility.**
 - Quantify, document, and tell the story of a library facility in crisis, and how it is failing the community and staff
 - Empower residents to tell the Library's story broadening their engagement with and commitment to the Library.
 - Show up where people live, work, and play to provide services and share the Library's story.
 - Maximize new and existing partnerships to drive visibility, engagement, and usage.

OUTCOMES:

- **A further elevated awareness and usage of the Library in all corners of the community, leading to a realization that it is a truly vital asset in need of a deeper investment to protect its positive impact on the community and its success.**
 - Increased community awareness and usage of library resources and services by residents from across Troy.
 - The community is more fully aware of the dire facility limitations of the current building and is committed to voting for funding a solution.
 - Increased awareness of how the Library contributes to making Troy a great place to live.
 - A core group of library advocates across all age groups become passionate about sharing the story of the Library's positive impact on the Troy community.
 - Expand existing partnerships with schools and community organizations and cultivate new partnerships to increase awareness of library resources and services.
 - The Library is successful in supporting fundraising events that provide positive financial support and generate further buzz about the Library.

POSSIBLE INITIATIVES:

- Spend focused leadership time to develop the Library's story and ways to spread it throughout the community (multi-modal)
- Create a Library Advocate Group, for residents of the community across all age levels
- Engage the Advocates Group in raising awareness across the community about the facility crisis the library is facing
- Extend the impact of pre-retreat library tours to more residents expanding awareness of the severe building limitations and issues
- Create a 360 Tour of the Library's facility with some highlights on the key problem areas (especially those behind the scenes)
- Focus on improving community understanding of the mechanics of the millage funding and what it allows and what it doesn't

Programming, Resources, & Services

Goals:

- **Cultivate enriching learning experiences, programs, resources, and services inside and outside of the Library’s physical and digital walls.**
 - Recognition that improving the facility is a necessary component of the library’s continuing to deliver quality programs at a capacity that meets the demand level of the community.
 - Maintain a strong youth services and increase investment in services and engagement to teens and tweens.
 - Once the building is addressed further elevate adult services through programs, technology, and collections aligning with their needs.
 - Seek to meet the needs of both physical and digital material users through balanced, data-driven approaches to collection management.

OUTCOMES:

- **A more robust ecosystem of connections, programs, and learning opportunities for the community, including those typically underserved in the community, ultimately leading to the Library being seen as Troy’s Educational Community Center (separate from the Recreational Community Center).**
 - Increased community visits, usage, and satisfaction with the Library.
 - Community members experience a larger array of library services and resources on each visit.
 - Increased use of physical spaces and digital resources.
 - Increased community support for TPL.
 - Teens acknowledge the Library as an important part of their social and educational ecosystem.
 - Traditionally underserved residents are better engaged by TPL and find its services and resources have a positive impact on their quality of life.
 - The Library is seen by even more residents as “THE” place to turn to for information about where resources and solutions can be found in Troy.
 - The library user base expands to more residents.
 - Overall awareness and appreciation of how library resources and services impact and support the whole of Troy is expanded.

POSSIBLE INITIATIVES:

- Implement more maker/STEM/creativity programs
- Increase efforts around all types of literacy (technology, civic, financial, media, reading) throughout the community
- Increase all ages/multi-age programming (crafting, life skills, hobbies) bringing residents of all ages and types together more
- Given current space limitations, increase the shift to digital materials/eBook budgets until the facility limitations are addressed
- Increase the use of data to help drive collection development activities

- Library staff are currently working on 2024-2025 work plans, to begin to implement and prioritize initiatives under each Strategic Focus Area.

- This work plan will include:**
 - Actions, Activities, Milestones
 - Timelines
 - Resources/Responsibility/Lead
 - Budget/Costs
 - Measurables/What success looks like

- Work plan template staff are working with:**

TPL -2024-25 12-Month Strategic Work Plan							
Mission: Creating an inclusive and dynamic space that connects community, learning, and culture.							
Vision: A vibrant and nurturing place that inspires and cultivates learning, diversity, collaboration, and enjoyment.							
Strategic Focus: Facility							
Initiative	Project(s)	Action Steps	Timeline	Measurements of Success	Notes/Comments	Budget / Costs	Responsible Person
Goals							
Get citywide agreement on the need to improve access to resources, services, and spaces leading to popular support for a major facility improvement plan. This updated or new facility should ensure all residents, including those with mobility limitations, neurodivergence, or lack of experience with libraries, feel welcome and comfortable utilizing the Library.							
<ul style="list-style-type: none"> Develop a plan, supported by the community, that overcomes the Library's physical shortcomings. Ensure the plan addresses the Library's ability to provide a safe and welcoming spaces for all with the technology and infrastructure to support today's users and tomorrows Address the need to provide a facility supporting the staff and their ability to effectively deliver services and resources. 							
Outcomes							
All community members can comfortably access and utilize the library building and services, which has appropriate space(s) for the people that use it, the resources they need, and staff have sufficient spaces and resources to effectively do their jobs.							
<ul style="list-style-type: none"> Overall increase in the use of library resources. Users experience a larger variety of library services and resources on each visit. Staff are more satisfied with their working environment and feel supported to do their best work, leading to higher job satisfaction and better staff retention. The Library offers more creative and collaborative opportunities and expanded meeting and study spaces including support for after-school activities. The community highly utilizes and appreciates the creative resources and spaces. Community satisfaction with the facilities is improved. A larger share of currently underserved community members are engaged and positively impacted. Users attest to the Library and its facilities being key community service and resource cornerstones. Increases/maintains a high level of community members who believe the Library makes Troy a better place to live. 							

- Each year, staff will review, modify, and reprioritize the work plans, as necessary. RTL is available to support this work each year as part of the original scope of work.

*"Bad libraries build collections, good libraries build services, great libraries build communities."
-- R. David Lankes*

Recommended Next Steps

- **Conduct a full Community Needs Assessment and Facility Feasibility Study**
 - Though input was sought about the library facility and the related community and staff needs, and basic space assessments and a preliminary space needs analysis were completed. Those were not as complete and thorough as a facility-focused process would be.
 - An architect should also be engaged to fully assess the possibilities of the current site, and other potential sites (likely somewhere on the civic campus).
 - More accurate and dependable pricing estimates would also be developed during this process.
 - Staff and community leaders should visit other libraries across the region to gain further perspectives and look for elements that would best resonate with Troy residents.

- **Continue to engage the community and conduct focus groups about the library facility and the issues being faced**
 - The library should continue to engage the community around its specific needs and seek further input into possible plans and directions under consideration.
 - The library should continue to raise awareness about the facility's problems and limitations, through marketing and facility tours (in person and virtual).

- **Begin a conversation about possible funding solutions for an enhanced library building**
 - City Leaders should begin to explore the variety of avenues that could be pursued to fund a new or renovated/expanded library.

- **Develop the initial outline of a capital campaign. Private fundraising should be a key component of a public project of this size**
 - Start to identify overall goals for private funding.
 - Begin conversations about participation in and leadership of a future campaign

“When you are growing up there are two institutional places that affect you most powerfully: the church, which belongs to God, and the public library, which belongs to you.” – Keith Richards



troy public library

Appendices

- **Societal and National Library Trends**
- **Full comparisons to 2 nearby libraries**
- **Community and Staff Sessions Notes Summary**
- **Survey Results Summary**
- **Intercept - Virtual Visual Survey & Results**
- **Intercept -- Visual Voting Physical Exercise and Results**
- **TPL Collection Utilization Analysis**
- **TPL Benchmark Analysis Including Busyness Analysis**
- **Preliminary Space Needs Analysis**
- **Community and Staff Sessions Full Notes**
- **Survey Results without most open-ended answers (all of the open-ended answers are available on the Library's Strategic Planning Portal)**

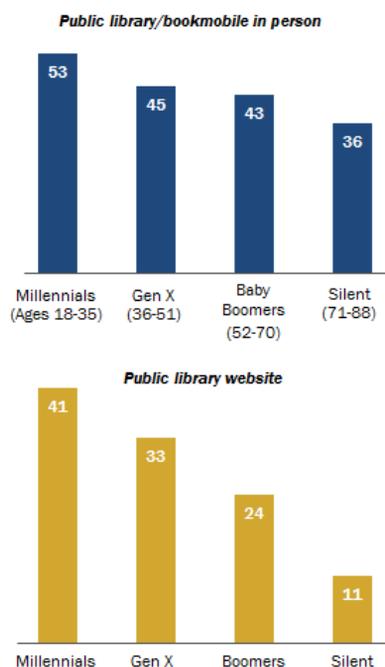
Societal & National Trends in Public Libraries and Library Services

- Physical books are NOT going away.
 - Before the COVID-19 pandemic e-book usage had hit a usage plateau. (1) During the pandemic, the usage of e-materials increased, driven initially by necessity. The expectation is that post-pandemic a new e-materials use plateau will settle in higher than the pre-pandemic level but below the levels seen during the pandemic’s peak.
 - In our polling over the last 9 months, most users report wanting to go back to reading physical books when able though some have come to appreciate e-books more than they did before.
 - Digital native generations still have a strong preference for physical books. Most studies indicate an over 70% preference for print by Gen Z. (2). The pandemic is not expected to change this dramatically.
 - Regardless, materials usage will continue to evolve, and collections need to align with those changes in each community.
- All communities have segments of their populations that desperately need and will always need the library for their wide variety of services and resources. Tuscaloosa County has a larger proportion of their community with these life circumstances than the average US community.
- Libraries are leading literacy in all forms and for all ages. This includes reading, technology, civic, and financial literacy.
- There is a national focus on lifelong learning and libraries play a huge role in this area. Millennials in particular show a stronger interest in these programs and general usage of libraries than older generations. (3)
- Public libraries are seen more and more as community gathering spaces and the hubs of their communities. This is particularly true in communities like Tuscaloosa where other outlets don’t always serve this role for all residents.
- Economic and social needs post-COVID pandemic are expected to be even higher than before.
- Spacing requirements/desires will also likely be higher post pandemic.
- Extraordinary effort will be needed post-COVID to get the Library back in user routines.

1. “Report: E-book Usage in U.S. Public Libraries”, Library Journal, 2016
2. USA Today Snapshots: “Print’s not Dead to Gen Z students”, USA Today, August 21, 2019
3. “Millennials are the most likely generation of Americans to use public libraries”, Library 2016, Pew Research Center, September 2016

About half of U.S. Millennials have visited a public library or bookmobile in the past year

% in each generation who visited a _____ in the past 12 months (2016)



Source: Survey conducted Sept. 29-Nov. 6, 2016.

PEW RESEARCH CENTER

	Troy PL	Rochester Hills	Clinton-Macomb
Bookmobile/outreach	Being funded	Books with BoB; bookmobile; bookmobile newsletter, the Big Blue Bus (daycares)	
Library of Things	Unique collections (board games, puzzles)	Innovative items	Library Things to Go
Friends	Yes	Yes	Yes
Newsletter/awareness	Newsletter; library card design contest	Yes	Yes (PDF)
Guest passes	MI activity pass	MI activity pass	MI activity pass; Go Library Card discounts
RA	Mailbox Mysteries; Your Next 3 Books; New book emails; BookPage Magazine; Road Trip Reads (personalized)	Buzz Reads search; Personalized Picks; Rec Reads lists	Ten in 10; Road Trip Recommends (personalized); Bestseller Club (automatic holds)
Reading suggestions all ages	Yes	Yes	No
Curbside pickup	Yes	No	No
Homebound deliveries	Yes	Books with BoB?	Library by Mail
Chromebooks/mobile hotspots	Yes, Yes	No	
Seed library	Yes	No	Yes
Memory Lab	Yes	No	
ESL programs	Yes	Yes	
Podcast	"The books we loved"	No	
Teacher library card/classroom connections service	Yes	No	Teacher Portal (cards; outreach; tours; database training)
Sunday hours	Yes	No	Yes
Social media	FB/Insta/Twitter/TikTok	FB/Insta/Twitter/YouTube/LinkedIn	FB/Twitter/Insta/YouTube
Maker Space	No	Eureka Lab/video tutorials/equipment CKO	
Local History/Genealogy	No	Yes	No
Volunteering/Community Service	Currently not accepting	Yes, Yes	Yes
Immigration services	Web page with resources for a variety of non-English residents	Yes	
Storybook Trail	Yes	No	No
MISC			Adult Battle of the Books
STEM			Stem kits

Rethinking Libraries held 10 community and staff engagement sessions in late summer/early fall 2023. These 113 participants included supervisory/non-supervisory staff, board and community members and 4 City Councilors.

Troy Community—What do we need to know?

- Troy is a diverse community with a higher socioeconomic population and an active business community.
- Many move here for the excellent schools then stay. Good place to raise kids.
- Sprawling, with no downtown/identity. Greenspace is an issue, with concerns about overdevelopment.
- Political, with some division of attitudes (Democrat/Republican, East Side/West Side divide).

Community perceptions

- Library is the heart of the community.
- Desire for transparency/accountability from the library (budget, decision-making).
- Discussion about updates/improvements to the library: improve/rebuild/move location vs. nostalgia.
- Resources and space for a variety of activities are valued; patrons and staff want more space.
- Interest in raising awareness about library's resources/collaboration with schools.

What does the community want/need from the Library?

- Space: for staff, staff storage, co-working, study, prayer, digital materials, meeting rooms, makerspace.
- Desire for true improvement to facility rather than 'band aids'.
- Community wants power/data, remote printing, wireless tech
- People passionate about the collection and don't want to see it diminished.
- International population: Saturday morning ELS tutors, presentations, and computer training.

Customer Service—Ease of Use

- Staff: helpful, friendly, book recommendations, help at self-check; printing, Youth staff are "rockstars."
- Visibility of building not great, layout is disorienting to users, need for updating look/feel.
- Accessibility: 1 elevator in back (staff only area), slopes, front door proximity to parking, cracks in sidewalks, barrier at front desk, staff bathrooms, drop boxes closer to building. The building is only marginally ADA accessible to patrons.
- The Library is NOT ADA accessible on the staff side (offices, restrooms, work areas, etc.)
- No multilingual signage for those from other countries—how to use the catalog and understand the library.
- Youth area: mold; no family restrooms; play area crowded/noisy; browsing is difficult.

Collections

- Collection is valued: need more multilanguage materials, academic texts/STEM-related subjects/AP class books/test prep books.
- Access to collection: keeping books off top/bottom shelves, large print in back, unclear signage (Holds area)
- Concern about availability of digital books; use of e-materials is increasing.
- Budget isn't fully reflective of the usage levels.

Other Collections

- Consider: craft kits, hotspot, board/yard games for families, telescopes, microscopes, magnifying glasses.

Children's Services and Spaces (0-7)

- Improve program/story time room: too small; lighting/HVAC/Skylights are problems. In-person ST is important.
- Concern: having the Peace Garden entrance right into the youth library.
- Overall: shelves are too tall; noisy, no way to display collection; need more manipulatives.
- Lack of a family restroom/place for nursing moms (public or staff). Gross baby changing stations.

Children's Services and Spaces (8-12)

- Not really a designated spot where they feel welcome/have comfortable chairs to hang out; book selection.
- Youth services area is very "littles" focused.
- Tweens are not being served well—creates a conflict in the Teen area.

Teen Services and Spaces

- No dedicated space; space is used by all ages.
- Need a space to do group work; teen space is in the (quiet) adult area and social areas.

Adult & Seniors

- Interest in dedicated international space/ability to interact with others/have smaller tables.
- More programming (author talks); senior programming is difficult-no appropriate spaces for socializing.
- No good space for cultural and music programs in the library.

All Ages Comments

- Great job with programming and collections.
- Need better separation by "noise level" and less focus on age level. (Café is only active zone).
- Supervisors should have an office for private conversations with team members.
- Struggle: study space for students vs. quiet reading space for seniors.

STEAM: Technology, Creation Areas, Spaces and Resources

- STEM books/STEM space/crafts. Coding: would be fun to do outside of school.
- Security concerns: no password for self-check; concern about library cards/personal data.
- HUGE Deficit of outlets and power access/charging stations.

Meeting Services and Spaces

- Single cubicles with smaller desks would help distinguish the different zones. Would help with noise.
- Absolutely need more meeting, study, and workspaces.

Outdoor Spaces

- Outdoor space with plants, for programs, playground/outside interactives.
- Tables/chairs, Wi-Fi and power for users.

Library Programs Overall

- More In-person story times and related programs for young families
- More on-site author/cultural programs. Some of the 55+ community can't attend virtually.
- Collaborate more with the Community Center. They have spaces that are barely used.

Equity, Diversity, and Inclusion

- Increasing diversity of collections and diverse programming.
- Staff diversity is growing.
- Need for equity of physical access (building entrances, bathrooms, flooring).
- Need more multilingual signage and translated materials.

Outreach

- Bookmobile coming soon.
- More partnering with schools (e-cards).

Community Awareness/Connections

- Would like more collaboration with schools.
- Need to leverage different channels/communicate the value of library to the community.

Friends of the Library

- Want a bigger space with easier access (elevator).
- Friends provide programming funding and bring in a lot of people.

What did we miss?

- Personal attacks on staff and Director are more personal than experienced elsewhere.
- Interest in comparative data with other libraries.

Other Discussions:

What visions do you have for library services in Troy?

- Rethinking typical 'books—paper-physical location' approach, thinking more broadly. Bookmobile to take services out.
- Want a modern, exciting place. Performance/event space.
- Bringing folks together who might not ever interact otherwise.

What trends do you see in society/in your community that the library needs to be planning for and adapting to?

- 30+ year deficit of capital investment in the 56-57 city's public buildings, built in same time.
- ELL is important with our population. Troy is a Global City.
- Troy will always have a lot of families b/c of the strong school district but people like to stay after kids leave—pretty stable demographic on both ends.

What is the one thing that the library could focus on strategically/for improvement in the next 3-5 years?

- People want a space more conducive to young and school-age children and study areas for teens.
- More effort with seniors, in coordination with the Rec Center.
- Establishing a solid plan for a library with a bigger footprint—new building or expansion of current building—has been a question for the last 20 years.

What kinds of materials or services do you wish the library would offer?

- Society has an expectation for a different level of service. Good to have online and in-person service.
- The website is not user-friendly. It would be great to have a more Google-like search experience.

Are there any partnerships with local agencies that you'd like to see the library initiate?

- Work with Recreation Department, Nature Center and Historical Society to avoid overlapping programming.
- Strengthen the relationship with the school district. Be mindful that school district operates independently.
- Partnering with Global Troy Board.

Any other thoughts?

- Would be difficult to go back to voters to ask for a new millage.
- Library is attached to wider campus. What does it mean to start with the Library and not city hall?
- Public does value the library.

Key Takeaways

Key Demographic info

- 2733 respondents started the survey and 66% completed it. We needed 382 responses for a statistically significant result at a 95% confidence level. Our result exceeded that level for the TPL population served.
- 94% of respondents live in the City of Troy, 1% in Royal Oak, 1% in Sterling Heights, and 1% in Rochester/Rochester Hills. Numerous other nearby areas were represented as well as some who work in Troy.
- Most age groups were well represented though the responses were slightly skewed toward the older age groups - 28% were 66 years or older, 19% were 36-45, 16% were 56-65, 15% were 46-55, 10% were 26-35, 4% were under 19, and 3% were 19-25.
- Racial diversity was present in the respondents. The Asian population was slightly underrepresented but at 16% was a better response than we typically see from a minority population. All racial groups found in Troy were represented and the results overall were typical of what we see in terms of diversity in our surveys.

Library Activity

- 68% of respondents visit the library once a month or more often, 33% visit weekly or more often.
- Of those who don't visit the physical building, over 33% use their own technology, 31% are virtual users, 20% never think of the library as an option, 17% prefer to buy and own their own material, and 17% say their children are grown.
- 93% have a library card, of those who don't, most live somewhere other than Troy but use the Troy library. Many indicated their cards were expired.
- Respondents were heavily focused on using the library for materials with 86% 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 (40%), attending a library program (33%), studying, or reading alone (25%), and visiting and/or playing in the children's area (19%).
- Of those who offered Other Reasons for visiting many cited visiting the bookstore, bringing their children/grandchildren to use the children's area, picking up holds, and attending book clubs or other programs.

How people describe the Troy Public Library

- 98% (Strongly agreed or Agreed) felt the Library is an important part of the community, 94% found the library a welcoming and safe place, 91% found the staff to be knowledgeable and helpful, and 94% found the Library to be a clean and well-maintained place.
- The area people agreed less strongly with was the Library having adequate space for the needs of the community with 68% approval (19% didn't know or had no opinion on the subject and 14% disagreed), the library having comfortable furniture with a 69% approval (20% didn't know or had no opinion on the subject and 3% disagreed), and my library seems easily accessible for those with emotional or neurosensory differences had an approval of 46% (51% didn't know or had no opinion on the subject and 1% disagreed). Of the 16 areas 11 had over 70% agreed with the statements on the different aspects of the Library.

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 about 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

- 14 of the 17 areas had at least 70% or more of the respondents Strongly Agreeing/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, with Teen and Young Adults, Providing Access to Technology, and Life-long Learning not falling far behind.
- Areas with less interest were Offering Programs and Services Outside of the Library which scored 59%, Health and Wellness Activities and Support which scored 66%, Services and Programs for Local Businesses and Entrepreneurs, and Connecting Community Members to Social Services which scored 63% and 73% respectively.

Important Library Services

- 21 of the 21 services on the list had 80% or more of the respondents who felt that they were services considered Must Have or things that would be Nice to Have.
- Access to Children's Programs was considered the most important service offered, followed by Physical Materials for Browsing and Checkout and Access to Wi-Fi.
- Services seen as less important were Non-traditional Items to Checkout, 24/7 Access to Library Materials, Creative Spaces or Maker Labs, and Auditorium for Author Visits, Movies, etc.
- 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, many comments on the spaces, ideas on hours of service.

Important Library Facility Features

- The most important library facility feature was Readily Accessible Collections with 97% considering it Extremely Important or Important, Children's Area at 91%, Quiet Spaces at 93%, and 94% said Convenient Parking.
- Meditation/Reflection Space was least important with 35% considering it Important and 33% Unimportant, Large Community Auditorium at 39% Important/30% Unimportant, Meeting and Program Rooms for up to 100 people at 43% Important/26% Unimportant, and Dedicated Space for Video and /or Audio/Music Production 42% Important/23% Unimportant.

Library Programs

- 49% of respondents indicated that they have attended adult programs at the library, 46% attended children's programs, 16% virtual programs, 15% teen programs, and 7% multi-generational programs.
- Most commonly reported reasons for not attending programs: 2% of those who didn't attend programs indicated they were Unaware of the programs available, 13% were Too Busy to attend, 18% indicated they were not interested in or just didn't attend programs.
- 70% 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 homeschooled students.
- Most requested programs are Book Clubs/Discussion Groups, Summer Reading, Programs for Seniors, Storytimes, How-to Classes/Workshops, Technology Classes, Life Skills, and Arts & Crafts Programs; and least requested on the survey were Anime/Manga Club, Video gaming/ E-sports/ E-tournaments, Social Media Apps, Comic-con & Fandom Programs, Small Business/Start-ups/Entrepreneurship, Exhibits, and Teen Advisory Group.

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 66% agreed that they were being addressed. The Facility was similar with 64% agreeing it was being addressed.
- Areas with the lowest levels of agreement were Marketing with 47%, Community Partnerships with 45%, and Outreach with 49%.
- 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 Email from the Library, the Library Website, and Posters/Flyers/Calendars at the Library.
- Radio and Marketing based on my profile, usage, and preferences 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 appreciates 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 was often mentioned along with many specific furniture suggestions.
- 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.



Troy Public Library Services and Spaces Survey

Thank you for your participation in this survey. We are interested in understanding what you feel are some of the most important services, spaces, and programs your Library can provide. The Library may already do some of these things and need to do more or there may be new concepts they should consider adding in the future.

There are four sets of images and you will be asked to choose up to 3 concepts you feel are most important for each question. There will also be some demographic questions to help us be sure we are reaching all segments of our community. You will have an opportunity to include additional comments at the end of the survey.

* 1. From the following options and images, please choose up to 3 SERVICES you feel are the most important to the future of your Library. (Choose 1 to 3 pictures.)



Business development



24/7 materials access



Computer/laptops



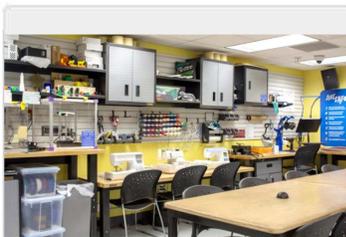
Tech support/training



STEM/STEAM resources



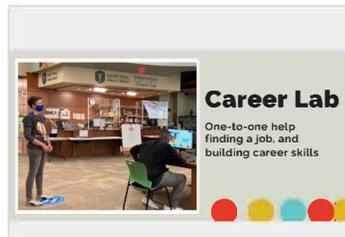
Virtual reality equipment



Maker/creative resources



Video & audio resources



Job search/career support

* 2. From the following options and images, please choose up to 3 SPACES you feel are the most important to the future of your Library. (Choose 1 to 3 pictures.)



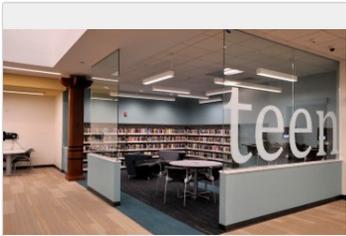
Outdoor spaces



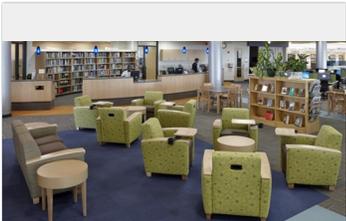
Children's spaces (ages 8-12)



Children's spaces (ages 0-7)



Teen spaces



Updated adult spaces



Accessible power & charging



Active collaboration spaces



Meeting & study spaces



Quiet spaces

* 3. From the following options and images, please choose up to 3 PROGRAMS you feel are the most important to the future of your Library. (Choose 1 to 3 pictures.)



Multilingual programs



Sensory storytimes



Gaming programs



Art exhibits & displays



Health & wellness



Art & culture



How-to programs



Local history & genealogy



Arts & crafts programs

* 4. From the following options and images, please choose up to 3 OUTREACH and INCLUSION OPPORTUNITIES you feel are the most important to the future of your Library. (Choose 1 to 3 pictures.)



Multilingual collections



Library of Things



Improved marketing



Senior services



Local partnerships



Bookmobile/pop-up library



Volunteer opportunities



Improved signage



Equity, diversity & inclusion

5. What additional ideas should be considered or what other comments do you have on what would be important to your future Library?



troy public library

Troy Public Library Services and Spaces Survey

Background Information

* 6. How often do you visit your library in a typical year?

- | | | |
|------------------------------|--|-----------------------------------|
| <input type="radio"/> Daily | <input type="radio"/> Monthly | <input type="radio"/> Hardly Ever |
| <input type="radio"/> Weekly | <input type="radio"/> A few times a year | <input type="radio"/> Never |

7. In what city/community do you live?

- | | | |
|--|---|--|
| <input type="radio"/> Troy | <input type="radio"/> Clawson | <input type="radio"/> Sterling Heights |
| <input type="radio"/> Birmingham | <input type="radio"/> Clinton Township | <input type="radio"/> West Bloomfield |
| <input type="radio"/> Bloomfield Hills | <input type="radio"/> Rochester/Rochester Hills | |
| <input type="radio"/> Bloomfield Township | <input type="radio"/> Royal Oak | |
| <input type="radio"/> Other (please specify) | | |

8. Your age

- | | | |
|--------------------------------|-----------------------------|--|
| <input type="radio"/> Under 19 | <input type="radio"/> 36-45 | <input type="radio"/> 66-75 |
| <input type="radio"/> 19-25 | <input type="radio"/> 46-55 | <input type="radio"/> 76 and over |
| <input type="radio"/> 26-35 | <input type="radio"/> 56-65 | <input type="radio"/> Prefer not to answer |

9. Your gender

- Male
- Non-binary
- Prefer not to respond
- Female
- Other

10. How would you describe yourself? (Check ALL that apply)

- American Indian or Intuit
- Black or African American
- Native Hawaiian or other Pacific Islander
- Asian
- Hispanic, Latino, or Spanish
- White
- Other (please specify)

Troy Public Library Services and Spaces Survey

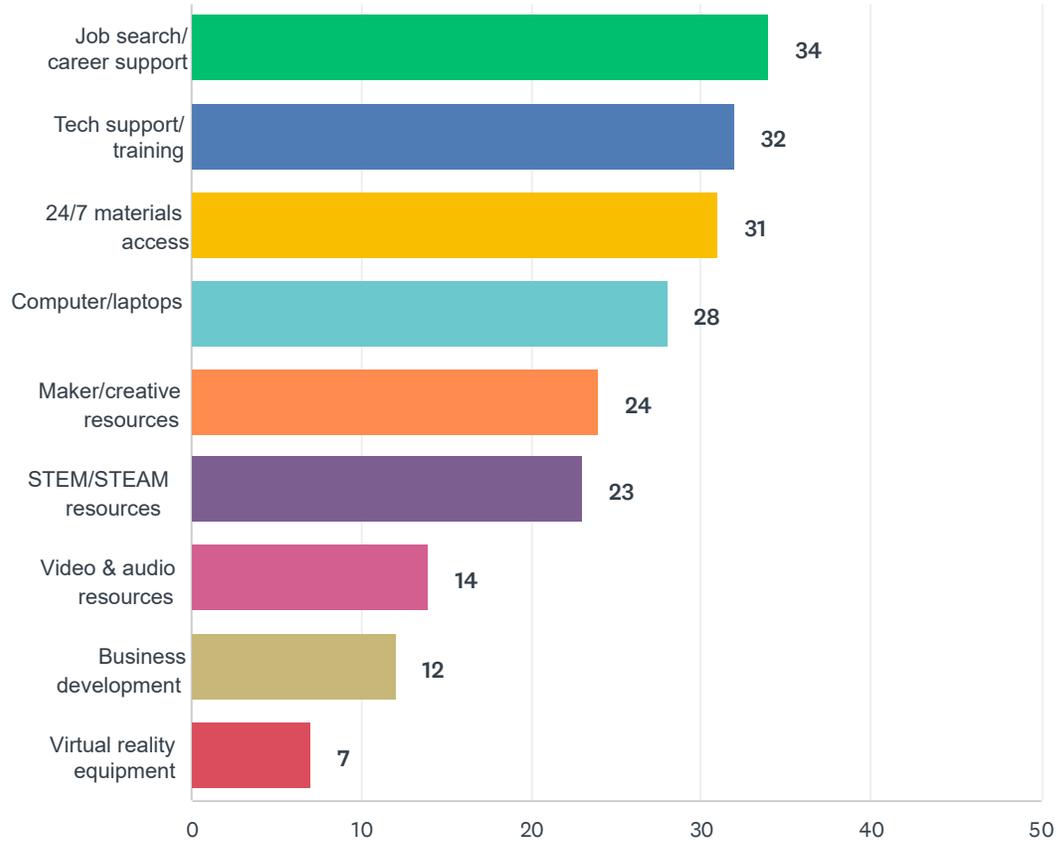
Thank You!

Thank you for completing this survey and helping the Troy Public Library to be the best we can be.

Troy Public Library Services and Spaces Survey

Q1 From the following options and images, please choose up to 3 SERVICES you feel are the most important to the future of your Library.
(Choose 1 to 3 pictures.)

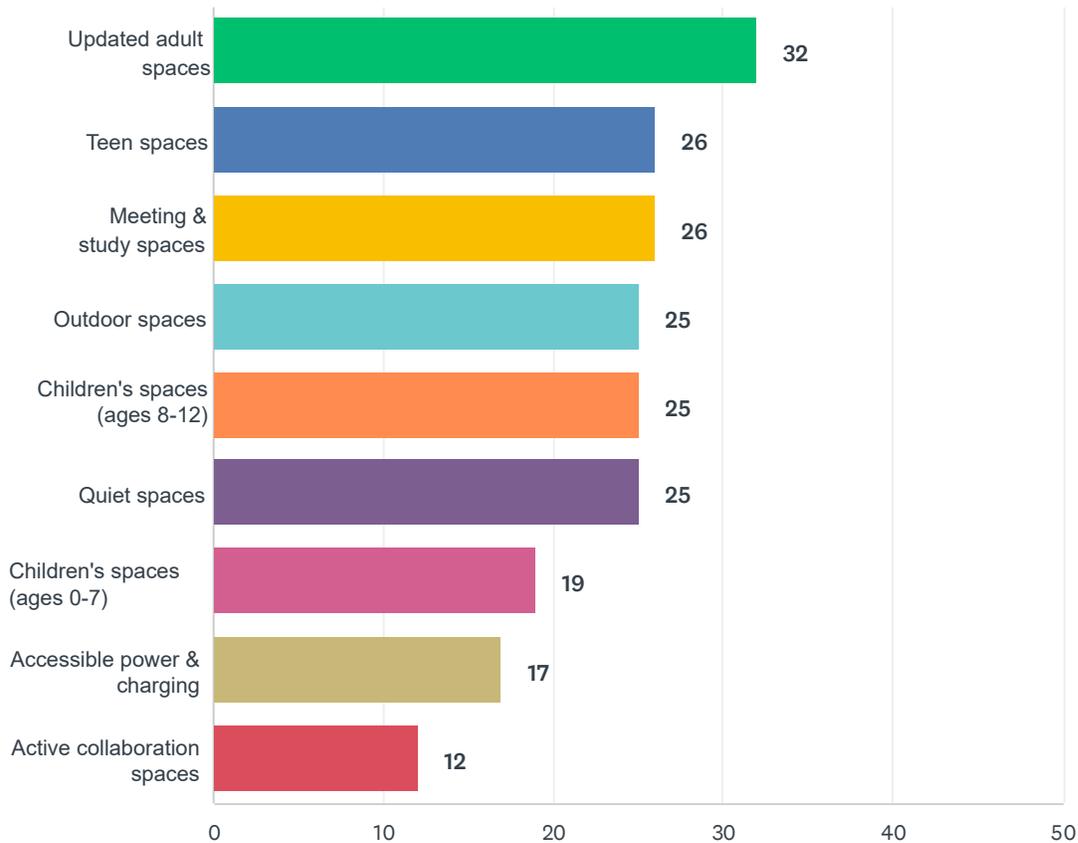
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES
Job search/career support	47% 34
Tech support/training	44% 32
24/7 materials access	42% 31
Computer/laptops	38% 28
Maker/creative resources	33% 24
STEM/STEAM resources	32% 23
Video & audio resources	19% 14
Business development	16% 12
Virtual reality equipment	10% 7
Total Respondents: 73	

Q2 From the following options and images, please choose up to 3 SPACES you feel are the most important to the future of your Library.(Choose 1 to 3 pictures.)

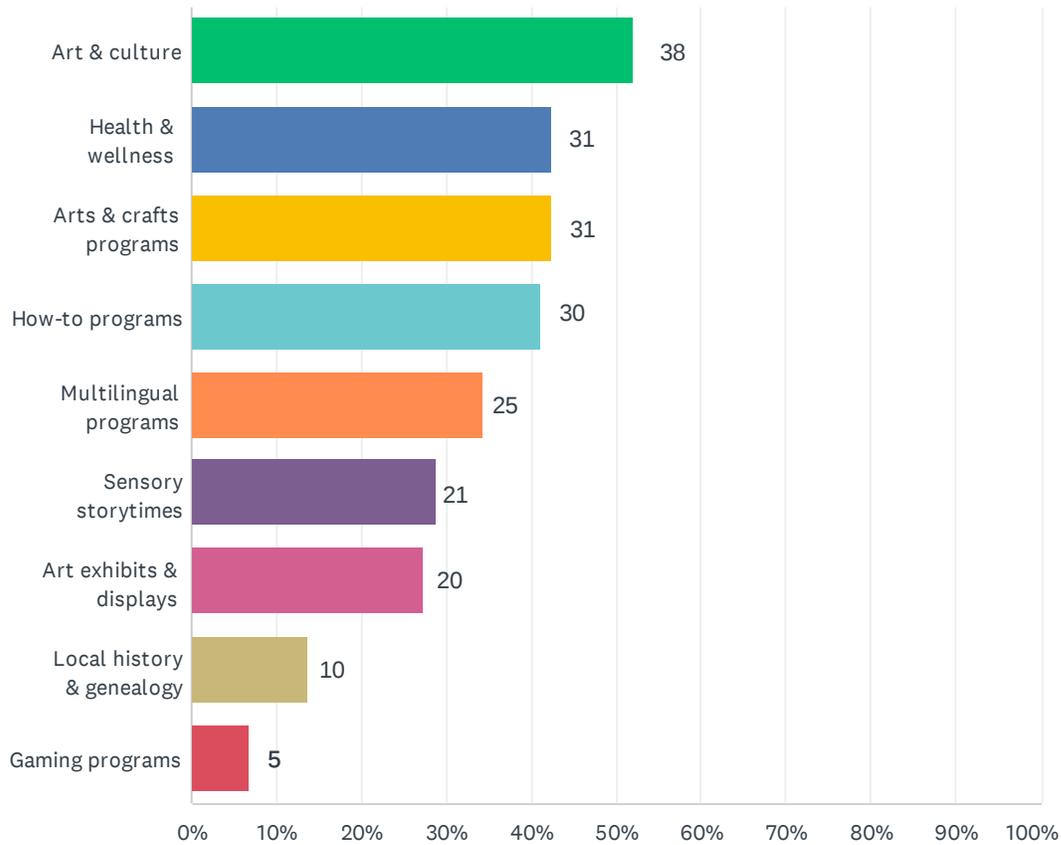
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Updated adult spaces	44%	32
Teen spaces	36%	26
Meeting & study spaces	36%	26
Outdoor spaces	34%	25
Children's spaces (ages 8-12)	34%	25
Quiet spaces	34%	25
Children's spaces (ages 0-7)	26%	19
Accessible power & charging	23%	17
Active collaboration spaces	16%	12
Total Respondents: 73		

Q3 From the following options and images, please choose up to 3 PROGRAMS you feel are the most important to the future of your Library.(Choose 1 to 3 pictures.)

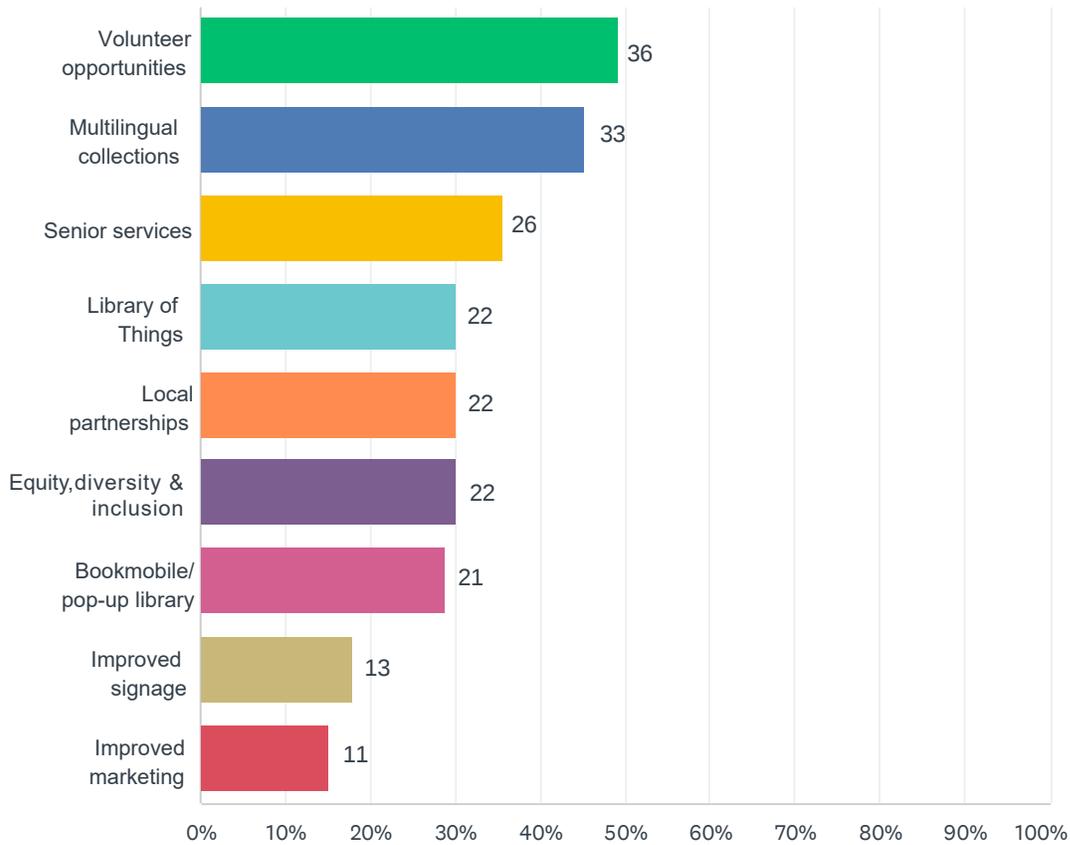
Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES
Art & culture	52.05% 38
Health & wellness	42.47% 31
Arts & crafts programs	42.47% 31
How-to programs	41.10% 30
Multilingual programs	34.25% 25
Sensory storytimes	28.77% 21
Art exhibits & displays	27.40% 20
Local history & genealogy	13.70% 10
Gaming programs	6.85% 5
Total Respondents: 73	

Q4 From the following options and images, please choose up to 3 OUTREACH and INCLUSION OPPORTUNITIES you feel are the most important to the future of your Library. (Choose 1 to 3 pictures.)

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES
Volunteer opportunities	49.32% 36
Multilingual collections	45.21% 33
Senior services	35.62% 26
Library of Things	30.14% 22
Local partnerships	30.14% 22
Equity, diversity & inclusion	30.14% 22
Bookmobile/pop-up library	28.77% 21
Improved signage	17.81% 13
Improved marketing	15.07% 11
Total Respondents: 73	

Q5 What additional ideas should be considered or what other comments do you have on what would be important to your future Library?

Answered: 30 Skipped: 43

RESPONSES

many kinds books More than 1 copy of books.' Book clubs Great online resources

Better selection/quicker access to non-electronic new releases. More books for tweens.

Consider having a variety of items to borrow like tools.

I want more beginner conversation class.

It would be better to be all over the world culture events activity

English conversation club should really be divided by different levels and should have more native speaker tutors

Everything is wonderful What ever the services provided by library ,they are all awesome

I love the TPL and visit frequently -- You all do a GREAT JOB - Thank you for everything you do! Lynn Yagley

Maybe classes of trades

I love the Troy Public library and am so excited to see renovations and new things! Thank you! :)

more study room I think a quiet/study space would be perfect!

An updated look. Southfield, Rochester, Novi libraries are beautiful inside. Outdoor group areas

A family restroom, more small private rooms for study groups, improved children's area, outdoor space.

Can you bring back fines for a book someone has that has a hold on it? This has happened to me a couple times, I have a hold on a book, the previous patron does not return it for a LONG time after it is due because he does not have to. Library employees have told me there is nothing they can do.

I actually filled out the longer survey a while ago, but finishing up the summer reading program, I just wanted to give some feedback. I absolutely LOVE my library and I LOVE the summer reading program. Some feedback tho with teens who love to read yet participate in the adult summer reading program - when there are only 3 prizes and 2 are for 21+ it's discouraging for 18-20 somethings to feel included. (One of my teens is studying library sciences!) Is there wiggle room in future budget to include library swag or free books for completing so many tickets to have incentive as an adult to participate?

I personally love going to the library. It's a great place to study, read, and even teach! For me, it is very important to have something for everyone. Whether it is a book about autism, assistance buttons for those who need it, or even just a place for kids to play while their parents get the quiet time they deserve. A library has to be inclusive.

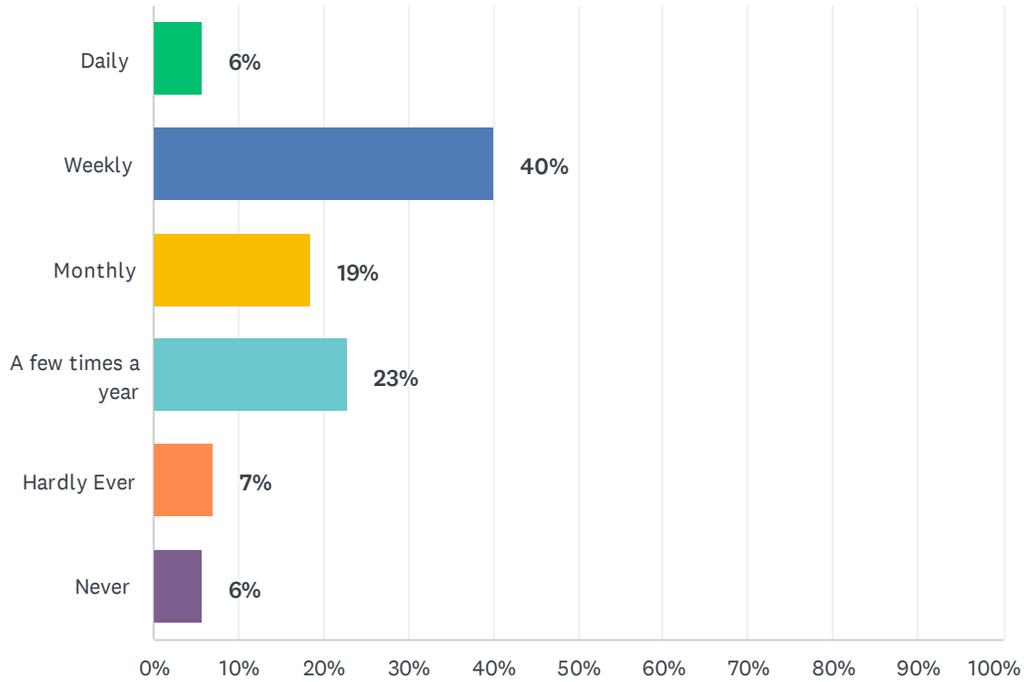
I like poetry contests and look forward to participating in them .

I think it's important to also address the safe and welcoming nature of the library, especially in a time where book banners and bigots are targeting other libraries in our state and country. It was hard to decide 3 for each question. Excited to see what comes about!

Make it a cool, comfortable and easy space for all of Troy to WANT to use!

Q6 How often do you visit your library in a typical year?

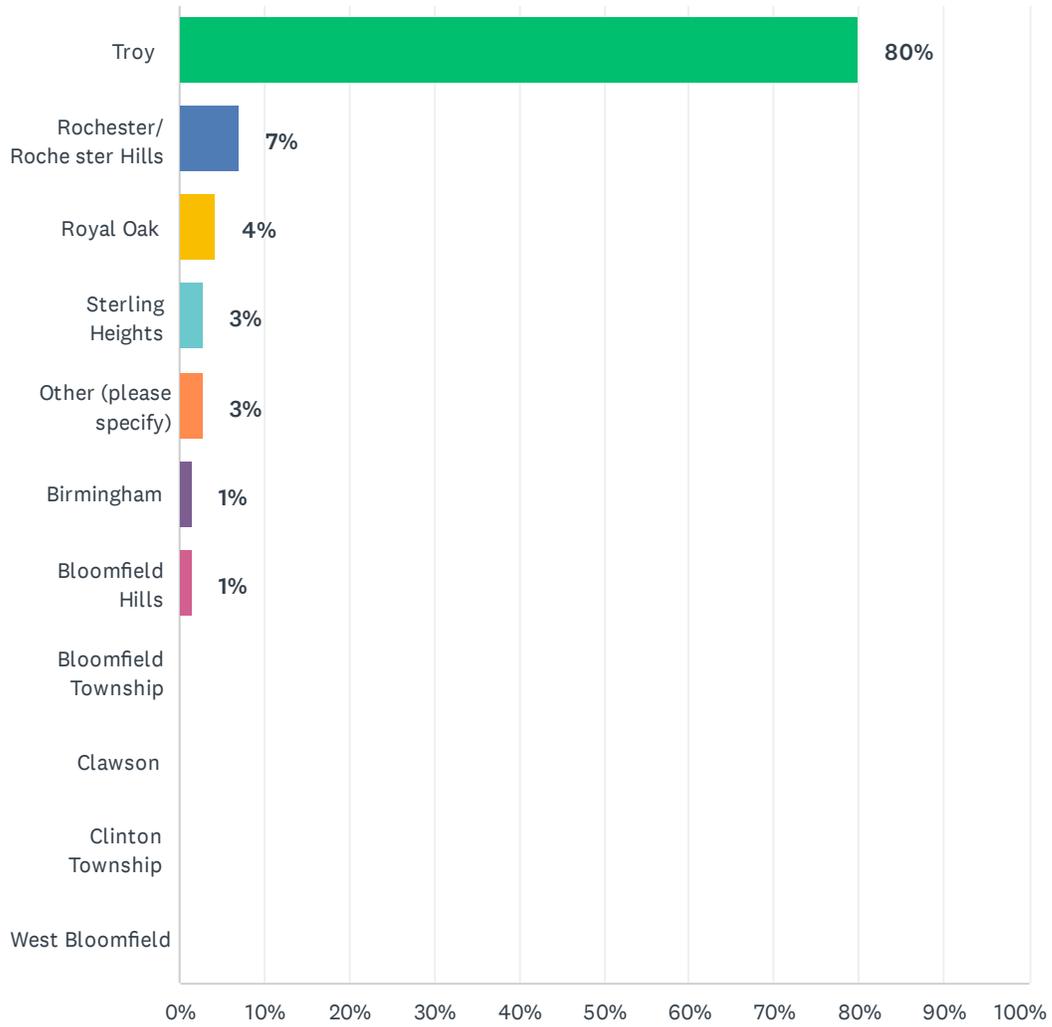
Answered: 70 Skipped: 3



ANSWER CHOICES	RESPONSES	
Daily	6%	4
Weekly	40%	28
Monthly	19%	13
A few times a year	23%	16
Hardly Ever	7%	5
Never	6%	4
TOTAL		70

Q7 In what city/community do you live?

Answered: 70 Skipped: 3

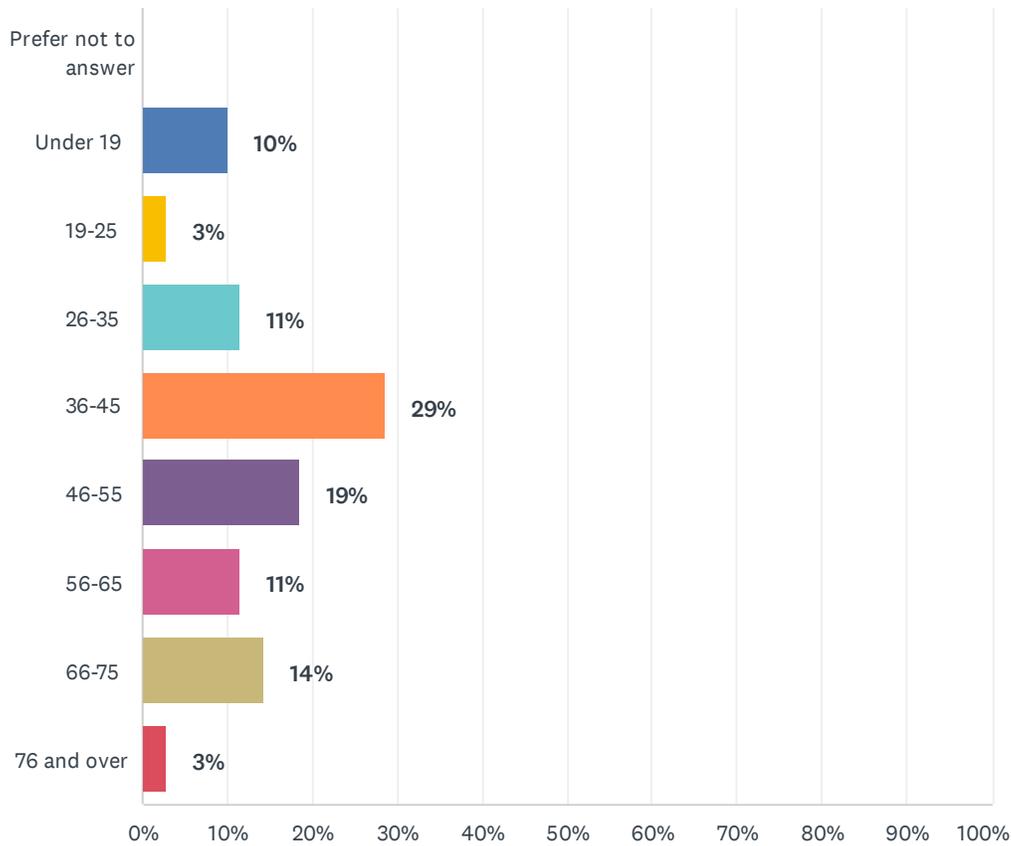


ANSWER CHOICES	RESPONSES	
Troy	80%	56
Rochester/Rochester Hills	7%	5
Royal Oak	4%	3
Sterling Heights	3%	2
Other (please specify)	3%	2
Birmingham	1%	1
Bloomfield Hills	1%	1
Bloomfield Township	0%	0
Clawson	0%	0
Clinton Township	0%	0
West Bloomfield	0%	0
TOTAL		70

	OTHER (PLEASE SPECIFY)
	St. Augustine Florida
	Auburn Hills

Q8 Your age

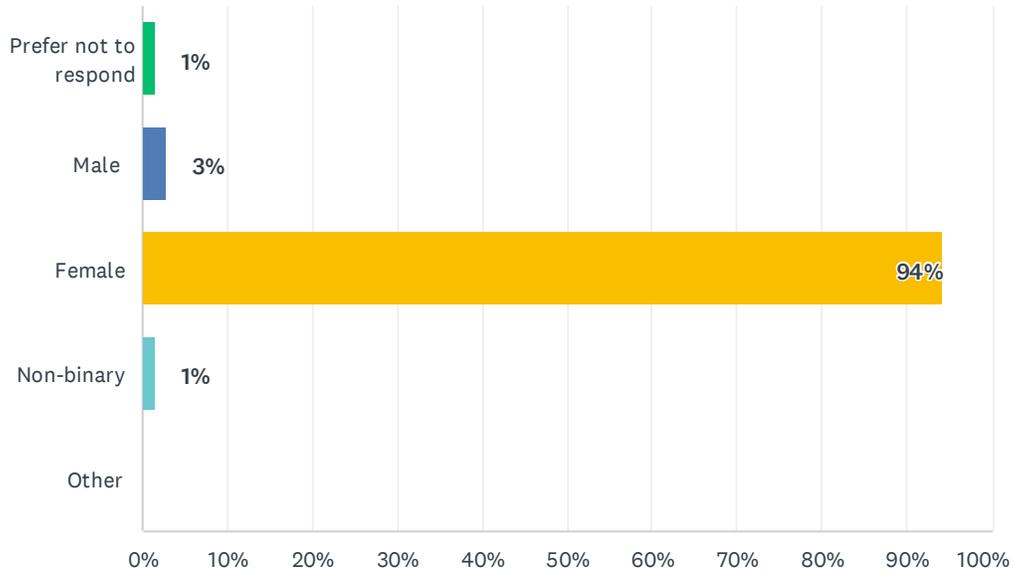
Answered: 70 Skipped: 3



ANSWER CHOICES	RESPONSES	
Prefer not to answer	0%	0
Under 19	10%	7
19-25	3%	2
26-35	11%	8
36-45	29%	20
46-55	19%	13
56-65	11%	8
66-75	14%	10
76 and over	3%	2
TOTAL		70

Q9 Your gender

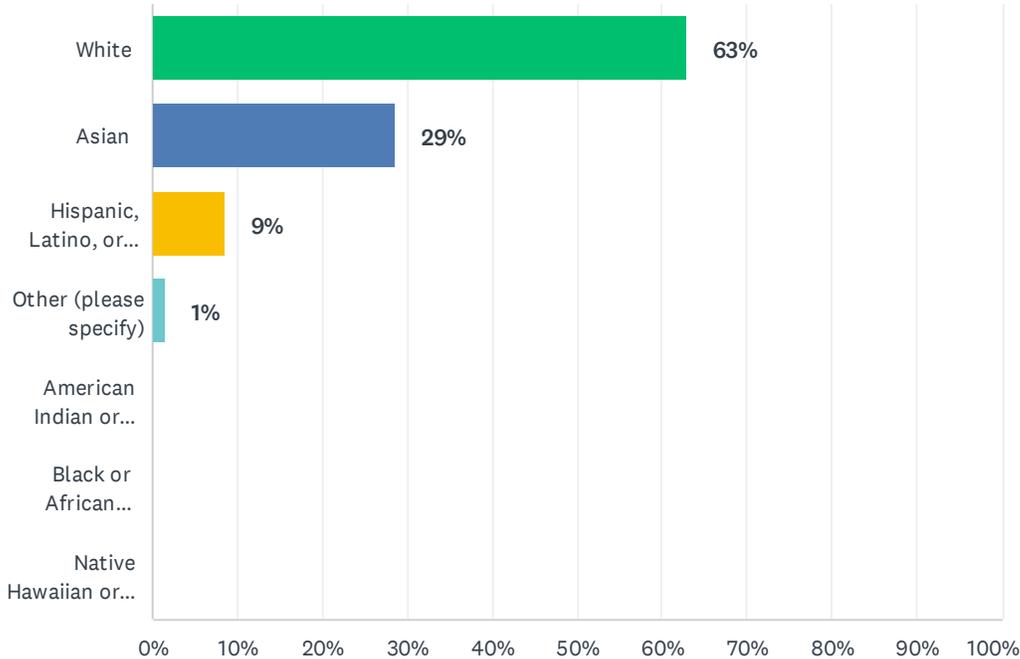
Answered: 70 Skipped: 3



ANSWER CHOICES	RESPONSES	
Prefer not to respond	1%	1
Male	3%	2
Female	94%	66
Non-binary	1%	1
Other	0%	0
TOTAL		70

Q10 How would you describe yourself? (Check ALL that apply)

Answered: 70 Skipped: 3



ANSWER CHOICES	RESPONSES	
White	63%	44
Asian	29%	20
Hispanic, Latino, or Spanish	9%	6
Other (please specify)	1%	1
American Indian or Intuit	0%	0
Black or African American	0%	0
Native Hawaiian or other Pacific Islander	0%	0
Total Respondents: 70		

OTHER (PLEASE SPECIFY)	
South Eastern Europe	

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

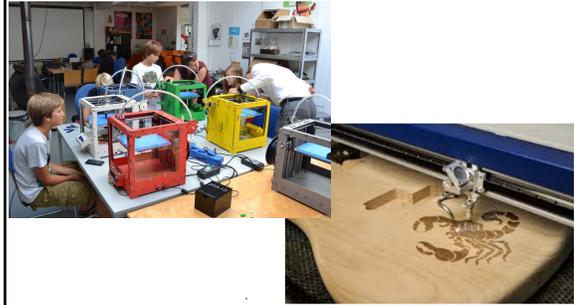


Creative Tools/Makerspace Tools

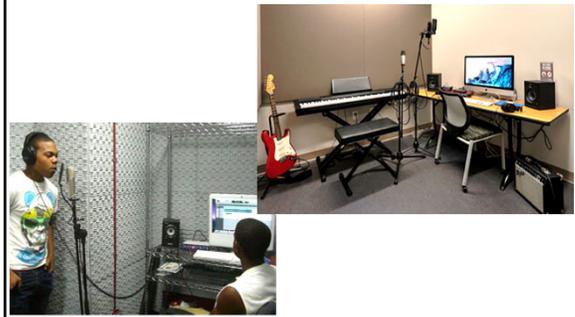


1

3D Printing & Laser Etching/Cutting



Audio Recording, Technology and Software



2

Video Recording: Equipment and Software



Virtual Reality Equipment & Software



3

Gaming Equipment and Programs



E-sports: Equipment, Programs, and Support



4

Resident and/or Student Art Displays



Sensory Storytime



Lending Things Besides Books & Media



Multilingual Storytime



5

6

Multilingual Collections



Outreach Services



Increased/Improved Patron Seating

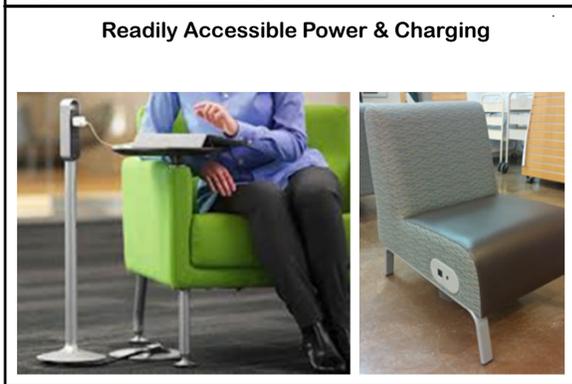


Improved Wayfinding & Signage



7

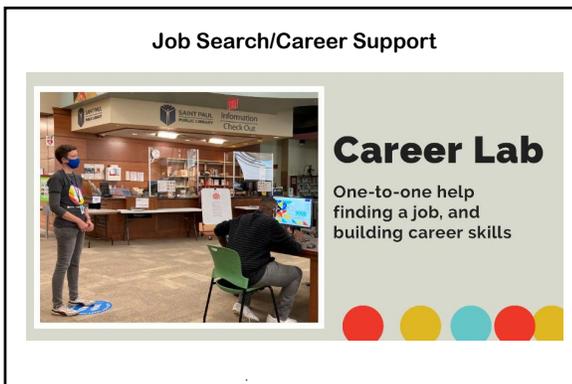
8



9



10



11



12

Expanded 24/7 Materials Access (Lockers or Vending)

Mobile & Flexible Furniture/Shelving

13

Health & Wellness Programs

Tredyffrin Public Library Presents

HEALTH AND WELLNESS FAIR

Equity, Diversity & Inclusion

14

Expanded Senior Services

Technology Support & Training

15

Local History/Genealogy Services or Programs

Volunteer Opportunities

16

Collaboration with Schools









A+ Partners in Education
A collaboration between libraries and schools
HOWARD COUNTY LIBRARY
HOWARD COUNTY PUBLIC SCHOOLS

Sensory Toy Collections





Sensory Kits
Now Available for Checkout

17

Active Collaboration Space(s)







Quiet Spaces







18

Dedicated Teen Spaces







Updated & Comfortable Adult Spaces







19

Expanded & Zoned Children's Space for Ages 0 - 7







Separate & Zoned Youth Space for Pre-Teens Ages 8 - 12







20



Popular Library and Display

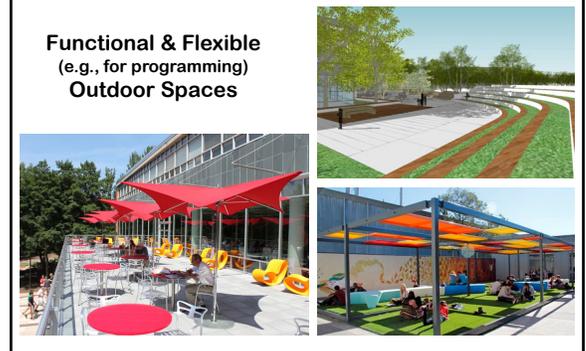


Smaller and More Inviting Service Points

21

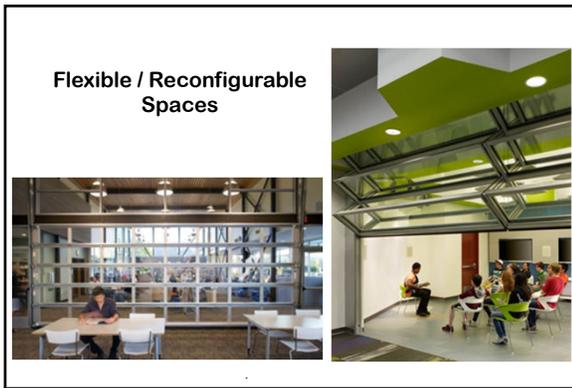


Additional and/or Higher Capacity Program Spaces



Functional & Flexible (e.g., for programming) Outdoor Spaces

22

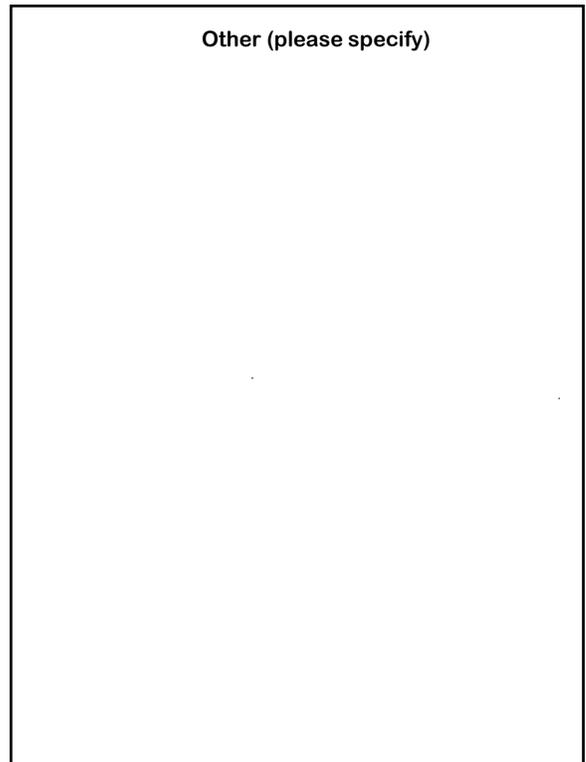


Flexible / Reconfigurable Spaces



Improved Staff Spaces & Work Areas

23



Other (please specify)

24

Troy Public Library - Community Engagement Dot Voting Exercise	In-Person Engagement/Discussion Sessions												Community Intercepts Activities				Composite Rank
	English	Teens	Friends of the Library	Family Movie Time "Intercept"	Genealogy Group	Business Leaders	General Community Sessions	Non-supervisory staff	Leadership/Supervisory Staff	Total of Discussion Sessions	Discussion Rank	High School Orientation	Day Camp Pickup	Total of Intercepts	Intercept Rank		
Quiet Spaces	0	11	0	0	1	3	9	18	3	51	4	61	13	74	1	5	
Functional & Flexible Outdoor Spaces	11	2	2	7	0	0	3	19	7	51	4	60	7	67	2	6	
Small Group Study Rooms & Other Meetings Rooms	2	4	3	4	0	3	7	32	10	65	2	38	4	42	5	7	
Dedicated & Enclosed Teen Spaces	5	9	0	3	1	2	2	16	7	45	6	36	3	39	6	12	
Updated & Comfortable Adult Spaces	4	1	1	0	0	3	5	19	6	39	9	48	5	53	3	12	
Readily Accessible Power and Charging	6	1	1	3	1	1	6	19	3	41	7	30	2	32	7	14	
Expanded & Zoned Children's Space for Ages 0-7	2	2	1	13	1	0	8	7	4	38	10	18	7	25	11	21	
Improved Staff Spaces and work Areas	0	0	2	1	0	0	6	62	18	89	1				21	22	
Art and Culture Programs	8	0	1	2	2	0	9	15	0	37	11	22	3	25	12	23	
STEM Tools & Technology Supplies	4	2	2	6	2	4	0	5	1	26	19	35	8	43	4	23	
Creative Tools/Maker Lab	6	2	2	18	1	7	0	15	5	56	3				21	24	
Separate & Zoned Youth Space for Pre-Teens Ages 8-12	3	6	0	5	1	1	3	9	6	34	14	16	10	26	10	24	
Lending Things Besides Books & Media	2	0	0	5	5	3	3	4	5	27	18	21	10	31	8	26	
Increase/ Improve Patron Seating	1	5	2	2	0	0	4	18	8	40	8				21	29	
Additional and/or Larger Program Spaces	3	1	1	5	1	1	2	14	8	36	12				21	33	
Volunteer Opportunities	7	6	0	4	0	2	13	4	0	36	12				21	33	
Multilingual Collections	3	1	0	5	1	1	0	14	3	28	17	14	4	18	16	33	
Active Collaboration Spaces	0	5	1	2	0	0	5	7	4	24	20	17	3	20	14	34	
3D Printing & Laser Etching/Cutting	3	1	0	4	1	9	4	4	7	33	15				21	36	
Flexible/Reconfigurable Spaces	2	1	3	0	1	1	4	12	6	30	16				21	37	
Audio and/or Video Recording, Technology & Software	1	0	0	3	2	4	3	1	2	16	32	22	5	27	9	41	
Collaboration with Schools	2	1	2	5	2	1	9	0	1	23	21				21	42	
Equity, Diversity & Inclusion	0	1	0	0	0	0	1	20	1	23	21				21	42	
Smaller & More Inviting Service & Self-Service Points	0	0	2	0	0	0	0	14	7	23	21				21	42	
Improved Public Computer Configurations and/or Laptops for In-Library Use	2	0	0	2	1	2	2	7	1	17	31	19	6	25	13	44	
Expanded Senior Services	0	0	1	3	2	3	5	5	3	22	24				21	45	
Health and Wellness Programs	1	0	0	5	5	7	0	3	0	21	25				21	46	
Improved Wayfinding and Signage	0	0	0	2	0	0	0	15	4	21	25				21	46	
Technology Support and Training	1	0	0	0	3	2	4	8	2	20	27	2	5	7	20	47	
Improved Library Marketing & Promotion	0	4	3	1	1	3	6	1	0	19	28	9			19	47	
Virtual Reality Equipment & Software	5	0	1	4	1	5	1	2	0	19	29				21	50	
Expand 24.7 Materials Access (lockers or Vending)	0	2	0	1	0	0	1	10	2	16	32	11	2	13	18	50	
Popular Library and Display	1	0	1	3	3	1	2	7	0	18	30				21	51	
Job Search/Career Support	4	0	1	2	2	2	2	1	0	14	37	19		19	15	52	
Mobile & Flexible Furniture & Shelving	0	0	1	1	0	1	1	8	4	16	32				21	53	
Resident and/or Student Art Displays	2	0	1	3	1	0	5	4	0	16	32				21	53	
Local History/Genealogy Services or Programs	0	0	0	0	8	2	1	4	0	15	36				21	57	
Multilingual Storytime & Programs	0	1	1	3	0	0	0	6	0	11	40	10	5	15	17	57	
Sensory Rooms & Toy Collections	0	2	1	9	0	1	1	0	0	14	37				21	58	
Gaming Equipment & Programs	1	0	1	8	1	0	0	2	0	13	39				21	60	
Outreach Services	3	0	1	2	0	2	0	0	3	11	40				21	61	
Sensory Storytime	0	0	0	4	0	1	4	2	0	11	40				21	61	
Video Recording, Equipment and Software	0	0	0	2	1	3	1	0	2	9	43				21	64	
Business Development Services	0	0	0	0	2	3	0	0	3	8	44				21	65	
E-sports: Equipment, Programs & Support	2	0	0	3	0	1	1	0	0	7	45				21	66	
Remote Book Drops Around Community	0	0	0	2	0	1	0	4	0	7	45				21	66	
Total	97	71	39	163	54	86	143	437	146	1236	1064	0	508	102	601		

Troy Public Library -- Collection Utilization Analysis

Collection	Items/ Holdings	Circulation	Turnover Rate	Relative Use	% of Total Coll.	% of Total Circ.	Coll. Segment
AS Fiction	16,351	45,232	2.77	0.7	9.2%	6.2%	AF
AS Graphic Novels	1,261	2,474	1.96	0.5	0.7%	0.3%	AF
AS Great Books	1,988	7,556	3.80	0.9	1.1%	1.0%	AF
AS Mystery	4,873	10,495	2.15	0.5	2.7%	1.4%	AF
AS Science Fiction	1,563	4,848	3.10	0.8	0.9%	0.7%	AF
Adult Fiction Total	26,036	70,605	2.71	0.7	14.6%	9.6%	AF
AS Large Type	4,545	12,792	2.81	0.7	2.6%	1.7%	AL
AS Large Type HITS	33	923	27.97	6.8	0.0%	0.1%	AL
Large Type Total	4,578	13,715	3.00	0.7	2.6%	1.9%	AL
AS HITS	536	6,846	12.77	3.1	0.3%	0.9%	AD
AS International Books	4,436	7,197	1.62	0.4	2.5%	1.0%	AD
Diversity Collections Total	4,972	14,043	2.82	0.7	2.8%	1.9%	AD
AS Non-Fiction	28,359	66,409	2.34	0.6	15.9%	9.1%	ANF
AS Biography	3,557	5,769	1.62	0.4	2.0%	0.8%	ANF
AS Citizenship	35	55	1.57	0.4	0.0%	0.0%	ANF
AS Cliff Notes	175	198	1.13	0.3	0.1%	0.0%	ANF
Non-Fiction Collection Total	32,126	72,431	2.25	0.5	18.1%	9.9%	ANF
AS Board Games	73	862	11.81	2.9	0.0%	0.1%	AO
AS Book Group Books/Kits	68	218	3.21	0.8	0.0%	0.0%	AO
AS Experience Kits	29	323	11.14	2.7	0.0%	0.0%	AO
AS Memory Care Kits	12	51	4.25	1.0	0.0%	0.0%	AO
AS Puzzle Collection	104	1,507	14.49	3.5	0.1%	0.2%	AO
AS Universal Access	53	82	1.55	0.4	0.0%	0.0%	AO
Device: kindle, hotspot, chromebook	31	575	18.55	4.5	0.0%	0.1%	AO
Makerspace Kits	4	31	7.75	1.9	0.0%	0.0%	AO
Miscellaneous Collections Total	374	3,649	9.76	2.4	0.2%	0.5%	AO
AS Blu-Ray	2,329	14,529	6.24	1.5	1.3%	2.0%	AAV
AS Blu-Ray Hits	143	2,031	14.20	3.4	0.1%	0.3%	AAV
AS Blu-Ray International	44	117	2.66	0.6	0.0%	0.0%	AAV
AS Blu-Ray Non-Fiction	71	142	2.00	0.5	0.0%	0.0%	AAV
AS Blu-Ray TV	423	1,662	3.93	1.0	0.2%	0.2%	AAV
AS Blu-Ray TV Hits	6	100	16.67	4.0	0.0%	0.0%	AAV
AS Book on CD	5,503	7,900	1.44	0.3	3.1%	1.1%	AAV
AS CD Music	7,164	9,131	1.27	0.3	4.0%	1.2%	AAV
AS CD Music Hits	12	82	6.83	1.7	0.0%	0.0%	AAV
AS CD Music Holiday	262	248	0.95	0.2	0.1%	0.0%	AAV
AS DVD	6,111	35,854	5.87	1.4	3.4%	4.9%	AAV
AS DVD Hits	212	2,158	10.18	2.5	0.1%	0.3%	AAV
AS DVD International	1,343	2,979	2.22	0.5	0.8%	0.4%	AAV
AS DVD International Non-Fiction	46	43	0.93	0.2	0.0%	0.0%	AAV
AS DVD International TV	8	23	2.88	0.7	0.0%	0.0%	AAV
AS DVD Non-Fiction	3,258	3,974	1.22	0.3	1.8%	0.5%	AAV
AS DVD Non-Fiction Hits	3	40	13.33	3.2	0.0%	0.0%	AAV
AS DVD TV	3,430	13,326	3.89	0.9	1.9%	1.8%	AAV
AS DVD TV Hits	12	395	32.92	8.0	0.0%	0.1%	AAV
AS Playaways	450	396	0.88	0.2	0.3%	0.1%	AAV
Adult AV Totals	30,830	95,130	3.09	0.7	17.3%	13.0%	AAV
Adult Collections Total	98,916	269,573	2.73	0.7	55.6%	36.8%	

Collection	Items/ Holdings	Circulation	Turnover Rate	Relative Use	% of Total Coll.	% of Total Circ.	Coll. Segment
Teen Video Games	694	7,679	11.06	2.7	0.4%	1.0%	TAV
Teen Anime	619	1,136	1.84	0.4	0.3%	0.2%	TF
Teen Fiction	5,002	13,321	2.66	0.6	2.8%	1.8%	TF
Teen Graphic Novels	3,453	10,546	3.05	0.7	1.9%	1.4%	TF
Teen Non-Fiction	15	2	0.13	0.0	0.0%	0.0%	TNF
Teen Test Prep	340	1,880	5.53	1.3	0.2%	0.3%	TNF
Teen Collection Totals	10,126	34,566	3.41	0.8	5.7%	4.7%	
YS Blu-Ray	692	5,283	7.63	1.9	0.4%	0.7%	YAV
YS Book on CD	359	783	2.18	0.5	0.2%	0.1%	YAV
YS CD Music	99	409	4.13	1.0	0.1%	0.1%	YAV
YS DVD	4,592	34,562	7.53	1.8	2.6%	4.7%	YAV
YS DVD International	35	64	1.83	0.4	0.0%	0.0%	YAV
YS DVD Non-Fiction	710	969	1.36	0.3	0.4%	0.1%	YAV
YS Playaways	797	2,662	3.34	0.8	0.4%	0.4%	YAV
YS Video Games	727	10,687	14.70	3.6	0.4%	1.5%	YAV
Youth A/V Total	8,011	55,419	6.92	1.7	4.5%	7.6%	YAV
YS JE Board Book	1,484	13,492	9.09	2.2	0.8%	1.8%	YEL
YS J Beginning Chapter Book	8,476	61,069	7.20	1.7	4.8%	8.3%	YEL
YS Reader Book	6,549	66,083	10.09	2.4	3.7%	9.0%	YEL
YS Folk & Fairytales	1,027	2,671	2.60	0.6	0.6%	0.4%	YEL
YS Easy Book	11,648	68,768	5.90	1.4	6.5%	9.4%	YEL
YS Read Along	357	3,755	10.52	2.6	0.2%	0.5%	YEL
YS Big Book	140	516	3.69	0.9	0.1%	0.1%	YEL
Youth/Juv Early Literacy Totals	29,681	216,354	7.29	1.8	16.7%	29.5%	
YS International	1,129	2,732	2.42	0.6	0.6%	0.4%	YF
YS J Fiction	10,266	59,413	5.79	1.4	5.8%	8.1%	YF
YS J Graphic Novels	4,713	37,604	7.98	1.9	2.7%	5.1%	YF
Youth/Juv Fiction Totals	16,108	99,749	6.19	1.5	9.1%	13.6%	
YS J Biography	2,002	4,782	2.39	0.6	1.1%	0.7%	YNF
YS J Non-Fiction	12,172	48,376	3.97	1.0	6.8%	6.6%	YNF
Youth/Juv Non-Fiction Totals	14,174	53,158	3.75	0.9	8.0%	7.2%	
YS Classroom Connections	13	17	1.31	0.3	0.0%	0.0%	YO
YS Kits	7	31	4.43	1.1	0.0%	0.0%	YO
YS Reader Kit	77	822	10.68	2.6	0.0%	0.1%	YO
YS Stem Kits	8	69	8.63	2.1	0.0%	0.0%	YO
YS Universal Access	586	2,508	4.28	1.0	0.3%	0.3%	YO
YS Wonder Bundle	78	748	9.59	2.3	0.0%	0.1%	YO
YS YF Troybery	45	266	5.91	1.4	0.0%	0.0%	YO
Youth/Juv Misc. Collection Totals	819	4,462	5.45	1.3	0.5%	0.6%	YR
Youth/Juvenile Total	68,793	429,142	6.24	1.5	38.7%	58.5%	
Total	177,835	733,281	4.12				

KEY: Circulation is total for 12 months: July 2022 through June 2023

Turnover = Circulation / Holdings (how many times the average item in that collection circulated in the year)

- A total turnover of over 3 is desired (individual turnover targets will vary by collection type/segment)

Relative Use = % of Total Circulation / % of Total Collection

- The higher the relative use number the better that collection is performing, anything over 1.0 is good, numbers that are well below 1.0 are under performing (Juv typically outperforms Adult and Teen in relative use measures)

NOTES: TPL has one of the better turnover rates we've encountered indicating that the collection has MUCH better than average utilization.

Library Name	Legal Basis	Service Area Population	Central Library	Branch Libraries	Bookmobiles	Operating Expenditures / Capita	Total Library Programs	Children's Programs	Young Adult Programs	Total Program Attendance	Program Attend. / Capita	Program Attend. / \$1,000 Total Expend.	Children's Program Attendance	Young Adult Program Attendance	Hours/Year	Visits / Capita	Visits/\$1,000 Total Expend.	Total Computers	Total Computer Sessions	Circulation / Capita	Circulation / \$100 Total Expend.	Square Feet	Square Feet / Capita	Visits / SqFt	Circulation / SqFt	Program Attendance / SqFt
TROY PUBLIC LIBRARY	Municipal Govt	80,980	1	0	0	\$ 51 696	448 116	34,334	0.4	8 49	20,486	2,968	2,860	5 917	35	28,586	16 31	50,000	0.6	8 25	0.7					
Average (Class 6 Libraries in Troy Pop. Range)		80,154				\$ 49 982	455 90	31,415	0.4	9 33	20,381	2,353	4,421	5 1,075	95	82,953	11 20	68,818	0.9	6 12	0.5					
SOUTHFIELD PUBLIC LIBRARY	Municipal Govt	75,814	1	0	0	\$ 74 415	168 26	20,176	0.3	4 49	8,852	692	2,683	1 170	150	67,062	4 6	102,000	1.3	1 3	0.2					
CANTON PUBLIC LIBRARY	Municipal Govt	90,173	1	0	0	\$ 73 1,135	690 92	28,902	0.3	4 25	21,275	2,238	3,588	6 781	115	76,831	14 19	53,000	0.6	10 24	0.5					
WEST BLOOMFIELD TOWNSHIP PUBLIC LIBR	Municipal Govt	71,755	1	1	0	\$ 67 1,415	668 225	73,762	1.0	15 52	51,263	7,870	7,393	14 2,139	163	326,071	40 60	76,000	1.1	14 38	1.0					
DEARBORN PUBLIC LIBRARY	Municipal Govt	98,153	1	2	0	\$ 67 757	265 32	17,054	0.2	3 23	8,919	325	6,972	3 487	143	176,287	5 7	106,000	1.1	3 5	0.2					
GRACE A. DOW MEMORIAL LIBRARY	Municipal Govt	76,707	1	0	0	\$ 53 456	218 63	16,713	0.2	4 37	11,876	1,153	3,262	3 553	25	21,574	8 15	105,000	1.4	2 6	0.2					
NOVI PUBLIC LIBRARY	Municipal Govt	55,374	1	0	0	\$ 52 1,884	536 223	57,357	1.0	20 30	40,284	6,186	3,281	8 1,603	98	41,159	17 32	59,300	1.1	8 16	1.0					
ROCHESTER HILLS PUBLIC LIBRARY	Municipal Govt	100,485	1	0	2	\$ 45 959	516 20	34,759	0.3	8 36	22,566	331	5,876	5 1,160	91	52,393	20 44	76,600	0.8	7 26	0.5					
ROYAL OAK PUBLIC LIBRARY	Municipal Govt	57,236	1	0	0	\$ 35 580	382 72	24,819	0.4	12 43	20,552	975	2,842	3 819	34	22,861	5 15	42,000	0.7	4 7	0.6					
DEARBORN HEIGHTS CITY LIBRARIES	Municipal Govt	57,774	1	1	0	\$ 29 1,346	255 69	18,624	0.3	11 14	6,677	1,007	5,167	5 1,686	66	83,144	3 10	44,000	0.8	6 4	0.4					
SAINT CLAIR SHORES PUBLIC LIBRARY	Municipal Govt	59,715	1	0	0	\$ 24 634	372 21	21,843	0.4	15 34	17,861	191	3,040	2 998	29	18,817	4 17	30,000	0.5	5 8	0.7					
PONTIAC PUBLIC LIBRARY	Municipal Govt	59,515	1	0	0	\$ 19 707	517 61	7,137	0.1	6 10	4,706	1,383	2,700	3 1,800	60	58,964	1 3	20,250	0.3	10 2	0.4					
FARMINGTON COMMUNITY LIBRARY	Library District	90,112	1	1	0	\$ 72 1,751	766 93	55,314	0.6	9 32	35,082	5,020	7,160	6 893	134	124,818	11 16	90,000	1.0	6 11	0.6					
HERRICK DISTRICT LIBRARY	Library District	102,423	1	1	0	\$ 49 1,082	620 180	37,230	0.4	7 34	24,493	3,669	5,747	8 1,577	114	60,879	13 26	77,300	0.8	10 17	0.5					
FLINT PUBLIC LIBRARY	Library District	102,434	1	0	0	\$ 33 627	400 78	26,113	0.3	8 42	10,930	1,903	2,187	1 381	108	30,487	1 3	82,000	0.8	2 1	0.3					
Other Libraries from the Region (In different size ranges Class 4-6)																										
Averages for below other libraries		84,234	1	0	0	\$ 67		39,185	0.56	10				4 817	58	44,685	11 19	66,163	1.1	5 12	0.6					
Bloomfield Twp. Public Library		44,253	1	0	0	\$147		24,300	0.55	4				5 329	58	18,383	19 13	102,505	2.3	2 8	0.2					
Baldwin Public Library		37,981	1	0	0	\$ 91		40,500	1.07	12				7 759	35	14,669	14 16	42,174	1.1	6 13	1.0					
Auburn Hills Public Library		24,360	1	0	0	\$ 44		11,000	0.45	10				5 1,103	26	36,594	6 13	20,500	0.8	6 7	0.5					
Clinton Macomb Public Library		184,879	1	2	0	\$ 33		86,400	0.47	14				4 1,072	110	103,970	10 31	122,737	0.7	5 15	0.7					
STERLING HEIGHTS PUBLIC LIBRARY	Municipal Govt	129,699	1	0	0	\$ 21	627 297 53	33,724	0.26	12 54	20,263	2,241	2,928	2 822	62	49,808	5 23	42,900	0.3	5 15	0.8					

Library Name	Legal Basis	Service Area Population	Central Library	Branch Libraries	Bookmobiles	Operating Expenditures / Capita	Total Weighted Activities (This is a composite/weighted index of various usage metrics)	Weighted Activities / Capita	Total Librarians	Other Paid Staff	Total Paid Staff	Total FTE / Sqft	Total Weighted Activities / FTE	Programs / FTE	Total Operating Expenditures (\$)	Staff Expend as % of Total Expend	Collection Expenditure / Circulation	
TROY PUBLIC LIBRARY	Municipal Govern	80,980	1	0	0	\$ 51	2,407,338	30	48	17	33	50	10	48,506	14	\$ 4,110,244	51%	\$ 0.5
Average (Class 6 Libraries in Troy Pop. Range)		80,154				\$ 49	2,204,058	28	34	15	26	41	6	55,961	29	\$ 4,017,626	60%	\$ 0.9
SOUTHFIELD PUBLIC LIBRARY	Municipal Govern	75,814	1	0	0	\$ 74	956,085	13	9	17	47	64	6	14,939	6	\$ 5,625,833	64%	\$ 1.3
CANTON PUBLIC LIBRARY	Municipal Govern	90,173	1	0	0	\$ 73	2,829,352	31	53	20	34	54	10	52,620	21	\$ 6,610,821	47%	\$ 0.7
WEST BLOOMFIELD TOWNSHIP PUBLIC LIBRARY	Municipal Govern	71,755	1	1	0	\$ 67	6,861,106	96	90	16	21	37	5	183,944	38	\$ 4,840,249	47%	\$ 0.4
DEARBORN PUBLIC LIBRARY	Municipal Govern	98,153	1	2	0	\$ 67	1,964,282	20	19	16	40	56	5	34,797	13	\$ 6,569,585	58%	\$ 1.0
GRACE A. DOW MEMORIAL LIBRARY	Municipal Govern	76,707	1	0	0	\$ 53	1,289,146	17	12	15	20	35	3	36,833	13	\$ 4,050,012	73%	\$ 0.6
NOVI PUBLIC LIBRARY	Municipal Govern	55,374	1	0	0	\$ 52	2,488,843	45	42	13	27	40	7	62,612	47	\$ 2,894,054	64%	\$ 0.4
ROCHESTER HILLS PUBLIC LIBRARY	Municipal Govern	100,485	1	0	2	\$ 45	3,563,383	35	47	24	37	60	8	59,330	16	\$ 4,560,377	69%	\$ 0.3
ROYAL OAK PUBLIC LIBRARY	Municipal Govern	57,236	1	0	0	\$ 35	924,734	16	22	11	11	22	5	41,172	26	\$ 1,995,571	62%	\$ 1.0
DEARBORN HEIGHTS CITY LIBRARIES	Municipal Govern	57,774	1	1	0	\$ 29	1,219,724	21	28	10	12	22	5	55,116	61	\$ 1,673,062	59%	\$ 0.9
SAINT CLAIR SHORES PUBLIC LIBRARY	Municipal Govern	59,715	1	0	0	\$ 24	787,000	13	26	7	10	16	5	49,188	40	\$ 1,451,782	69%	\$ 0.5
PONTIAC PUBLIC LIBRARY	Municipal Govern	59,515	1	0	0	\$ 19	728,369	12	36	6	6	12	6	61,207	59	\$ 1,106,053	46%	\$ 1.9
FARMINGTON COMMUNITY LIBRARY	Library District	90,112	1	1	0	\$ 72	3,131,042	35	35	23	49	73	8	43,021	24	\$ 6,476,206	63%	\$ 0.6
HERRICK DISTRICT LIBRARY	Library District	102,423	1	1	0	\$ 49	3,421,890	33	44	14	38	52	7	66,277	21	\$ 5,039,816	64%	\$ 0.5
FLINT PUBLIC LIBRARY	Library District	102,434	1	0	0	\$ 33	691,857	7	8	16	15	31	4	22,397	20	\$ 3,353,337	63%	\$ 2.7
Other Libraries from the Region (In different size ranges (Class 4-6))																		
Averages for below other libraries		84,234	1	0	0	\$ 67	2,346,494	27	30						\$ 3,965,645			
Bloomfield Twp. Public Library		44,253	1	0	0	\$ 147	1,535,320	35	15						\$ 6,500,000			
Baldwin Public Library		37,981	1	0	0	\$ 91	1,450,876	38	34						\$ 3,474,000			
Auburn Hills Public Library		24,360	1	0	0	\$ 44	608,376	25	30						\$ 1,070,000			
Clinton Macomb Public Library		184,879	1	2	0	\$ 33	4,282,080	23	35						\$ 6,065,000			
STERLING HEIGHTS PUBLIC LIBRARY	Municipal Govern	129,699	1	0	0	\$ 21	1,548,335	12	36	12	16	28	6	56,303	23	\$ 2,719,224	81%	

Method: AREA BY AREA BUILT SPACE NEEDS ANALYSIS

Troy Public Library		87,000 Pop Space Program		
ADULT PUBLIC SPACES		UNIT	SF PER UNIT	
Entrance, Friends & Customer Service				
1.01	Entrance lobby	2	100 SF	200 SF
1.02	Internal book return	1	100 SF	100 SF
1.03	Main service point	2	100 SF	200 SF
1.04	Secure Laptop Storage	2	25 SF	50 SF
1.05	Self check stations	4	90 SF	360 SF
1.06	Self-serve holds	3000	.11 SF	330 SF
1.07	Display/Gallery space	2	100 SF	200 SF
1.08	Large LCD Panel/Display	2	50 SF	100 SF
1.09	Literature rack	2	25 SF	50 SF
1.10	Business Center - Photocopier, Scanner, etc.	1	200 SF	200 SF
1.11		0	100 SF	SF
1.12		0	.12 SF	SF
1.13	Family Restrooms	4	100 SF	400 SF
1.14	Public Restrooms	6	200 SF	1,200 SF
Subtotal				3,390 SF
Popular Library				
2.01	New adult books & media	2,000 Bks	.250 SF	500 SF
2.02		Items	.09 SF	SF
2.03	Adult periodicals	80 Titles	1 SF	80 SF
2.04	Adult lounge seating	10	75 SF	750 SF
2.05	Occasional Tables	5	10 SF	50 SF
Subtotal				1,380 SF
Meeting Rooms				
3.01	Large multi-purpose meeting (dividable)	175 Occ	15 SF	2,625 SF
3.02	Auditorium	Occ	23 SF	SF
3.03	Meeting Room Storage/Green Rooms	3	100 SF	300 SF
3.04	Kitchen	1	100 SF	100 SF
3.05				SF
3.06	Small Group Meeting (2-4)	14 Rooms	100 SF	1,400 SF
3.07	Medium Sized Meeting Space(10-20)	3 Rooms	250 SF	750 SF
Subtotal				5,175 SF

Troy Public Library		87,000 Pop Space Program		
Adult Library				
4.01	Adult Service Point	1	150 SF	150 SF
4.02	Adult fiction & Other related	25,000 Bks	.11 SF	2,750 SF
4.03	Large Print	2,500 Bks	.11 SF	275 SF
4.04	Adult Nonfiction, Bio, & Other Related	25,000 Bks	.11 SF	2,750 SF
4.05	Adult media	25,000 Items	.09 SF	2,250 SF
4.06	Other Misc Collections	300	1.0 SF	300 SF
4.07	International Collections	10,000 Bks	.11 SF	1,100 SF
4.08	Adult Tables and Chairs (2 seats ea.)	12	100 SF	1,200 SF
4.09	Adult Collaborative Seating (4 seats ea.)	2	200 SF	400 SF
4.10	Adult lounge seating	12	75 SF	900 SF
4.11	Occasional Tables	6	10 SF	60 SF
4.12	OPACs	8	75 SF	600 SF
4.13	Adult public computers (not in Lab)	25	100 SF	2,500 SF
4.14	Reference	1,000	.11 SF	110 SF
4.15	Printer /Reservation station	3	80 SF	240 SF
Subtotal				15,585 SF
Eating Area				
6.01	CafeTable Seating (2 seats ea)	10	100 SF	1,000 SF
6.02	Vending Machines	3	75 SF	225 SF
Subtotal				1,225 SF
Miscellaneous Spaces				
7.01	Creative / Maker Area	1	2,000 SF	2,000 SF
7.01				SF
7.01	Local History	1	800 SF	800 SF
7.02	Memory Lab	1	750 SF	750 SF
Subtotal				3,550 SF
ADULT PUBLIC SPACES				30,305 SF

Troy Public Library		87,000 Pop Space Program		
STAFF		UNIT	SF PER UNIT	
Staff Space				
8.01	Library Director	1	125 SF	125 SF
8.02	Deputy Director	1	125 SF	125 SF
8.03	Admin/Business Manager	1	100 SF	100 SF
8.04	Marketing and PR	1	100 SF	100 SF
8.05	Head of Tech Services	1	100 SF	100 SF
8.06	Head of Circulation	1	100 SF	100 SF
8.07	Head of Collecction Development	1	100 SF	100 SF
8.08	Other Admin Staff	1	90 SF	90 SF
8.09	Misc Admin Library Storage	3	100 SF	300 SF
8.10	Marketing Staff	3	90 SF	270 SF
8.11				SF
8.12	Drive-up Service Window		125 SF	SF
8.13	Circ. Workspace, Staging, & Logistics	2.0	250 SF	500 SF
8.14	Miscellaneous Circ. Storage	2	100 SF	200 SF
8.15	Adult Librarian/Head of Adult Services	1	125 SF	125 SF
8.16	Adult Staff & Librarians	10	90 SF	900 SF
8.17	Miscellaneous Adult Storage	3	100 SF	300 SF
8.18	Youth Librarian/Head of Youth Services	1	100 SF	100 SF
8.19	Youth Staff & Librarians	10	90 SF	900 SF
8.20	Miscellaneous Youth Storage	6.0	100 SF	600 SF
8.21	Community Outreach Librarian	1	125 SF	125 SF
8.22	Collection Development Staff	2	100 SF	200 SF
8.23	Collection Dev Stor/Workspace	2	100 SF	200 SF
8.24			100 SF	SF
8.25	IT Equipment and Storage	3	100 SF	300 SF
8.26	Staff Break Area / Kitchen	3.0	100 SF	300 SF
8.27	Staff Restroom	2	100 SF	200 SF
8.28	Janitor's closet	2	80 SF	160 SF
8.29			100 SF	SF
8.30	Miscellaneous General Storage	4	100 SF	400 SF
Subtotal				6,920 SF
STAFF		6,920 SF		
FRIENDS		UNIT	SF PER UNIT	
9.01	Friends Book Sale & Giftstore	9	100 SF	900 SF
FRIENDS		900 SF		

Troy Public Library		87,000 Pop Space Program		
YOUTH LIBRARY		UNIT	SF PER UNIT	
Children's Service Area / Popular Library				
10.01	Service Point	1	150 SF	150 SF
10.02	Children's Reference Materials	125 Bks	.12 SF	15 SF
10.03	New Books Display (Spine & Faceout)	1,500 Bks	.25 SF	375 SF
10.04	Children's DVDs & Videogames	5,000 Items	.09 SF	450 SF
10.05	Children's Audiobooks	1,000 Items	.10 SF	100 SF
10.06	Children's & Parent Periodicals	30 Titles	1 SF	30 SF
10.07	48" LCD Panels	1	25 SF	25 SF
10.08	Art Display Area (2-D and 3-D art)	2	100 SF	200 SF
Subtotal			1,345 SF	
Pre and Early Literacy (Ages 0 - 4)				
11.01	Children's Picture / Board Books	15,000 Bks	.11 SF	1,650 SF
11.02	Children's tables and 2-chairs	6	100 SF	600 SF
11.03	Children's lounge seating	8	60 SF	480 SF
11.04	Parent lounge seating	8	75 SF	600 SF
11.05	Early Literacy Computer Stations	8	100 SF	800 SF
11.06	Special feature (e.g., interactives)	8	100 SF	800 SF
11.07	Story Time/ Program Area	75 Occ	15 SF	1,125 SF
Subtotal			6,055 SF	
Young School aged (ages 5 - 7)				
12.01	Easy Readers	13,000 Bks	.10 SF	1,300 SF
12.02	Adult-sized Table & Chairs (4 place)	1	150 SF	150 SF
12.03	Adult-sized Table & Chairs (2 place)	6	100 SF	600 SF
12.04	Adult-sized Lounge Seating	6	75 SF	450 SF
12.05	Special feature (e.g., interactives)	4	100 SF	400 SF
12.06	PAC Stations	2	75 SF	150 SF
Subtotal			3,050 SF	
Older Children and Pre-Teen (ages 8 - 12) & Misc.				
13.01	Children's Fiction	15,000 Bks	.12 SF	1,800 SF
13.02	Children's Biography	1,500 Bks	.12 SF	180 SF
13.03	Children's Nonfiction	10,000 Bks	.12 SF	1,200 SF
13.04	Collaborative Workstation (4 place)	1	200 SF	200 SF
13.05	Adult-sized Table & Chairs (2 place)	6	100 SF	600 SF
13.06	Adult-sized Lounge Seating	6	75 SF	450 SF
13.07	Multimedia / Gaming / Interactives	6	100 SF	600 SF
14.01	Older Children's Computers	10	90 SF	900 SF
14.02	Misc Youth and Parent Collections	700 Items	.30 SF	210 SF
Subtotal			6,140 SF	
YOUTH LIBRARY			16,590 SF	

Troy Public Library		87,000 Pop Space Program		
TEEN LIBRARY		UNIT	SF PER UNIT	
Teen Library				
15.01	Teen New Books and Display	300 Bks	.25 SF	75 SF
15.02	Teen Periodicals	10	1.00 SF	10 SF
15.03	Teen Graphic Novels and Manga	3,500 Bks	.11 SF	385 SF
15.04	Teen Fiction	5,000 Bks	.11 SF	550 SF
15.05	Teen Non Fiction & Reference	500 Bks	.10 SF	50 SF
15.06	48" LCD Panels	1	25 SF	25 SF
15.07	Collaborative Workstation (4 place)	1	200 SF	200 SF
15.08	Adult-sized Table & Chairs (2 place)	8	100 SF	800 SF
15.09	Adult-sized Lounge Seating	8	75 SF	600 SF
15.10	Teen Computers	4	100 SF	400 SF
15.11	Multimedia / Gaming / Interactives	4	100 SF	400 SF
15.12	Art Display Area (2-D and 3-D art)	2	100 SF	200 SF
15.13	Program Space/Area	25 Occ	15 SF	375 SF
Subtotal				4,070 SF
TEEN LIBRARY		4,070 SF		
BUILDING SUB-TOTALS				58,785 SF
Circulation Factor			20%	11,757 SF
Footprint, Mechanical & Electrical		1	20%	11,757 SF
Totals >>				82,299 SF
Existing Conditions				50,000 SF
Program Delta				32,299 SF
STANDARDS/BENCHMARK BASED SPACE NEED ESTIMATES				
Low End National Standard (0.8)				69,600 SF
Detroit Area Benchmark (0.9)				78,300 SF
High End National Standard (1.2)				104,400 SF
Seating Standards Calculations				
Reader Seats	2.5	per 1,000	@80,000 pop	
Total Reader Seats Target	200	Total		
Total Readers Seats in Program	202	(across all areas)		

Troy Public Library: Community and Staff Engagement Discussions : Compiled Notes



Total Sessions plus 1-to-1 Interviews: 17 :: Total # of Participants: 127

Troy Community—What do we need to know?

- There are many things to do-ice skating, movies, if you're bored.
- Education is good; 3 high schools; competitive. Good schools.
- I came here to study in the adult section; can get 3 hours of work done really fast.
- Can come to programs, meet with friends and escape.
- Best school system in state; people move here for school. Stay here for the schools. Many groups make big sacrifices/live in apartments so their kids can go to school here.
- Education is highly valued here.
- Higher socioeconomic
- East side/West side: no difference in attitudes about education
- People care about the community.
- The Director did not go to the city council to ask for funding; just ran things. Another director demanded more funding; we seem to be ignored by our city council. The library is not a priority.
- Attitude doesn't change from council to council. This one will be gone in November. Just had a massive millage for the schools. Treats the library as secondary. "Poor stepchildren"
- Have an endowment fund. Should have a coffee evening and invite the council.
- Big disconnect; the community has a love for the library but is different from the attitude of the city council. Had a bad time in 2010; danger of library closing.
- A lot of effort to keep library open.
- Changing feel; city council put big \$ into a new skating rink. Now people are starting to pay attention.
- People think, "we funded the library; what's the problem?"
- Many who care pay rent but not taxes. Owners of apartments are corporations.
- Cannot figure out the "ugly stepchild" treatment.
- Knew that the city would try to use library funds.
- Prior Friends members/presidents came frequently to the library and knew what was going on.
- Need to make people feel like the library cares.
- Because of the library design, feels like two different buildings.
- Weird layout; doesn't feel homey.
- Doesn't flow well.
- Wasted space, atrium.
- Atrium up front would be good for displays; would help draw people in
- Cold; feels like how libraries used to be.
- Work in a small library; we "upped" our customer service. Always go one or two steps further.
 - Don't see that here at TPL.
- Need more proactive customer service.
- Gave librarians iPads at one time; didn't last. Patrons weren't sure who the staff was.
- Would like to see staff stand up from behind desk; be approachable.
- Not a warm and friendly place
- Friends are warm and welcoming.
- COVID changed our world; the library was a huge hit. Change in leadership; closed too long. Optics not good; closed 15 months. Not too many original staff members.
- Where the newspaper/magazines are used to being full every day. Hot spot. Same with teen area. Not the hot spot anymore
- Like a ship with no accountability. Where are the stats? No transparency.
- Thinks there is a city admin problem; hired an additional asst city manager.
- Troy is very political. Democrat/Republican and also in terms of local politics
- East side/West side divide. Troy High vs. Athens HS

- During the last campaign, Mayor invited us to speak at a Hindi temple. Teens from there campaigned for him.
- Would be great if the library would offer a prayer/reflection room. No space
- Why are you here? Who's paying for it? How much does it cost?
- Is this about getting a new library building?
- The library doesn't represent everyone in the community.
- I have a gay son; the library needs to represent everyone. I don't read books about firearms, but they are in the library. If you don't want to read a book, you don't have to.
- From one individual: I feel that this [meeting today] has been set up to justify the fact that we need a new library and we're going to have to pay for it. With prior administration they had the same sized library; they are making an excuse to build a new library and they have an agenda. The other administration did their job.
- Two individuals believe there are materials inappropriate for children (sexual content).
- If you want support, you can't have people who feel like they are not welcome.
- We are a society divided by topics. As a librarian, we learn that we don't get to decide. We have to provide materials for everyone.
- Purposefully moved back from IL to Troy. We love the library. Never stop learning is my personal motto.
- I'm very invested in it. With the survey, people respond b/c they have something to say. There wasn't always a space to say what I wanted to say.
- From one individual: right now, post-pandemic, with the new administration, there's a dissatisfied portion of the community. This community will be working toward a future millage. Need to work hard to address all segments of the community/overcome these issues so we feel equally invested/supported to do our job to pass the new millage.
- From one individual: if a complaint was brought to administration, members of the public were reluctant to be assertive because it was felt that it would backfire and there would be retaliation.
- Nice to come to the library for the meeting room; want to bring folks to my college but don't want folks to have to pay for a room there for an hour. Didn't know there's no charge, great service.
- I live in Rochester; have always viewed Troy as being more corporate. Kids say, "Why is there no downtown?" There's no central place. There is a community feel without there being a downtown. Many come to the area who are new. From her work, learned that many are from outside of country, out of state, come for the automotive industry.
- Appreciate hearing more [library presentation] about the kid aspect and the community piece. As part of my work, I do mock interviews; the kids here are at a different level.
- Used to work in Detroit. The metro area is vast. Troy has always been a hub. It's safe, has the right restaurants; convenient. Wonderful community; great cross-section.
- When my wife and I were looking for a house, looked in the Troy area. Not having a downtown was a factor in their moving. Ended up moving to Pleasant Ridge, a small community, family oriented. The neighborhoods are like small little Pleasant-Ridges, pockets. Found out there was more to offer in Troy than I thought, community Center and library are great.
- I'm a cyclist; what I don't like about Troy: when you get past Maple Road, Southfield Road, swathes of land. No way to do safe biking; no sidewalks/not pedestrian-friendly. Would be nice to walk/bike on.
- No big parks; more in Western metro Detroit area.
- There's a perception that there is 16 Mile Road....and then the rest of Troy. The magazine did a feature about the small parks around this area.
- Library location feels accessible; churches near, houses; feels like part of the community, I grew up in Romeo; there are 2 libraries there.
- I'm originally from another state. The biggest thing that threw me off here is the concept of townships. Having one central library location really bugs me; I have to go out of my way to go there. In Nashville TN, many branches are available. I'm an avid library user but since moving to MI, I've stopped even though I'm a librarian.
- I grew up in this area so don't know anything different. I have kids and when I need to go, often it's not open.
- I tell my kids, go to the library and do your homework (kids go to school in Clawson).
- In Nashville and in NY, advertisements for the libraries were everywhere. That's something that is not well-sourced here. I tell my employees that the library has databases; they say, "Why would I go to the library?"

- People are creating mini lending libraries; someone created one for kids' books outside of their business. There are several dotted around, popping up a lot.
- I tell my son who doesn't know what he wants to do [with his life] to go the library and pick up a book (learning Python, for example). Son thinks books are obsolete.
- Kids need to be able to imagine what they want to do and think about what they need to do it and where they need to go to do it.
- The location of the library here is not in a very visible space; I think that's an issue. Out of sight, out of mind. With kids, a whole new generation. Kids are growing up at 2 years old with an iPad in hand. Libraries already have a hard time marketing themselves; having programs that are digital is going to be important.
- AI is going to be a huge factor. It's kind of scary; there was a book written on chat GBT. Could offer classes on how to use chat GBT.
- AI gives me anxiety; when I think of the library, I think of it as a place to slow things down.
- Programming is a way to draw folks in and then they are surrounded by books.
- I use Libby to read lots of books about business.
- Has there been discussion about changing the name [of the library]? How about a learning center?
- Need to think about libraries as more than just books.
- When I worked at Fordham University, as they changed, they got rid of the reference desk. More kids came to the circ desk. It helped their brand and brought more students in.
- I love the library; I love thinking about it and being in it. It takes me back to my youth and I want my kids to be in it. Balancing act (about what libraries are).
- Changing the definition of libraries would need to involve a national campaign; like "Got Milk?"
- There have been things that have happened through the Library of Congress. Added a Dewey section specifically for LGBTQ. Once that change was made, it affected people and their behavior. Created a revolution that was quiet but loud.
- Feel that libraries now are reactive to what's happening to society [rather than proactive].
- Libraries should've gotten ahead of the We Work movement. People don't know about libraries being a great place for remote workers.
- Do libraries have marketing groups at the state level?
- Bloomfield Township and Troy are my favorite places for finding books on sale.
- Life's ebbs and flows affect library use throughout life: go with kids, then don't go as much. Not as much for adults. Having the right programs and good marketing is key. Our library had a great ancestry program, but it was at 9; can't do b/c I work.
- The library is not my go-to and the resources are free. How much \$ have I paid over the years? When Olivia gave her presentation, I made so many notes on all of the things I don't know about.
- Barnes and Noble: they had good messaging about events; it was a gathering place for me and my kids more so than the library.
- Café: that place is awesome.
- Libraries need to break down marketing into channels that make sense for the different kinds of users.
- Partnerships with schools need to be a major component as a funnel.
- Growing up: at my school, the public librarians came and walked us over to the library.
- Issue that Olivia [staff who made presentation to this group] brought up: they have issues working with local businesses to be able to host a group/program at their locations; I say yes but others don't.
- Very diverse community
- Not a very old community—here since the 1960s
- Developed quickly and natural migration from Detroit-no original master plan.
- No real community center to draw people to the Library so people go to other libraries.
- Consistently have some of the best schools in the country
- High education level
- Immigrants have a different view of public services because they don't take for granted.
- Troy schools are much more diverse than the general public.
- Makeup of the teen advisory board is non-white.
- Greenspace in general is a huge issue in general—wanting greenspace to remain completely undeveloped.

- Many don't want to touch things and make them anything other than the 1970s feel.
- Some Residents feel a sense of entitlement.
- Very multi-cultural, People move here for the schools.
- Safe area, Affluent community, More liberal
- Not all of Troy is affluent-don't always think of the part that isn't.
- No downtown so doesn't really attract young people.
- A lot of smaller communities have small libraries so many of those people use TPL.
- More diverse community using the Library.
- People don't grasp the correlation between better services and taxes or don't want to pay more money.
- Very diverse—elementary school 40+ languages spoken.
- No downtown area
- Community that values education—the community just passed a \$500M bond.
- Always thought Troy was just a corporate place to go but it was not true.
- Good place to raise kids.
- City of tomorrow today
- A little bit of wilderness available
- Most people who live here are thrilled with everything.
- A small contingent who thinks things are fine with how things are, does seem to be more who are looking for more.
- Super diverse, Schools are good and people come here.
- Parents are academically aggressive, very focused on education is their ladder up.
- Safer community than some surroundings
- Fairly affluent, some homeless but overall, more affluent than not
- Active business community, High business density
- Ambitious community overall (academically, economically, and socially)
- Feels crowded at times though without a “downtown.”
- Large footprint and sprawling
- Not a walkable city, really requires a car to thrive here.
- Not a lot to do here for younger adults.

Community perceptions

- Borrow and return books.
- Use the computer room.
- Meeting people from different countries
- Come to the Friend shop for book sales; my favorite place to go.
- Provide similar services: computer; can bring documents you need.
- My country has a library, can get a book and use the computer but it's smaller.
- Doesn't know how the library is paid for.
- This library is perfect; you should come to the Ukraine. We have very poor library service. Here, “I'm in heaven! So much to do, a printer! Talk time! I think it's a great place!”
- Most people think it's a study space or a resource if you can't find things somewhere else.
- Resource for studying; especially during finals week.
- Finding a place to plug in is a challenge.
- No power in the teen area
- We saved the library, and the majority of the Troy community was for it. But something is wrong. I think we were happier with the previous management. The library is important to me and the community.
- Troy just passed a half million millage for the schools, and we've torn down buildings younger than this one because they are obsolete.
- In 2007, a study found that the building was not serving the community; it was at capacity. Then, the shutdown, economy. Then talk of shutting down the library. Talk of swapping buildings as a way to get more space. There are complications about moving off-campus but also tons of conversation about staying on the campus. The question has always been, how do we get there?

- library needs to be expanded; I think this community would want to expand this library right here. Improvements would have to point to what would be the ROI and really prove their point for expansion.
- From one individual: the only reason I would save this library is to use Melcat. My interest in this library has gone way down. I want to take my card and use other libraries.
- From one individual: This library is important to the community. If you don't have a library, who is going to move to Troy? I'll do everything I can to keep this library going. The city and the library need to be aware of why we are upset. We're talking about how the library is run, and whether the library is paying attention to all segments of the community.
- The Library is important to the community and its educational focus.
- Can become a pivotal issue for the residents.
- The dynamics of the Library almost closing was more a function of government rather than public support.
- Predominant community engagement from the Library
- A lot of nostalgia for the Library—see it as a comfortable place and some are not interested in changing.
- There is a divide created by 16 Mile Road—theory that things to the south failure.
- Want the director and staff to be much more visible in the community.
- Blur of lines on who can make decisions—more community members expecting to have more power—get a lot of pushbacks when trying to create more realistic boundaries.
- Was at one time more of a community hub—recession and cutbacks changed that.
- Most patrons love the library—plays a role in the whole family.
- More favorable opinions than other area libraries
- Teens very active here—parents push to do things earlier—robust Teen Advisory council.
- Patrons like online resources
- Library in a calm little oasis
- The library location from an Outreach standpoint is not well located, wonder if need a branch.
- People feel like the library is an awesome library.
- Place to meet.
- Digital services get a lot of people from surrounding communities.
- Viewed very positively—enjoy the café and the environment.
- Older patrons have fond memories of the library—just like to come in and enjoy the space.
- Realize deficits when you come to work here—the public feel like the service is good so everything seems good.
- Viewed as the heart of the community.
- A small portion of the community where the library isn't on their radar.
- Some families come here and treat it like a gymnasium for kids or a day camp especially in the summer.
- Others think the library should be “teaching” their kids everything.
- People love the library here, some people view staff as local “rockstars”, especially the youth staff.
- It's really seen as the center of the community, especially for newer residents.
- People have the perception of the library building as being nice, don't always see the infrastructure.

What does the community want/need from the Library?

- I like the presentations this library offers. How to get US citizenship. Local presentation on how to make cocktails. How to make food here. Would like more events; these are one or two times per month. I get to meet more new people. Maybe another person and another expert.
- Saturday morning talk time with a tutor; figuring out correct pronunciations.
- More events so I can meet others.
- Events with computer literacy. In my city we had a course in computer literacy. Computer training.
- Want to improve my reading skills. Book club has helped but it's only once/month. Would be good to have it more often.
- There's a way they could do the study zones better. Everyone sits at a table but there is no maximization of the zones. Need more desks just for 2 people so they can study or work together.
- Collaborative space could also be a tutoring space; sometimes that gets overrun.
- Almost everybody has a laptop they bring in.
- Feel like there is not enough space.

- Like the idea of dedicated space for Talk Time
- No meeting space; nothing in between space for 10 and space for 150
- Can't come here to get what you need so don't come here.
- Some ethnic groups keep to themselves.
- My son went to the international Community school. 120 kids only 10 Caucasian
- We lose people to other libraries.
- I used to sub in Troy Schools; Rochester schools have a different mindset. Troy Schools: "we don't care about you as an individual"
- Troy is not building a community. Rochester has a flourishing downtown. Have a parade; fireworks to bring people together. Do everything partway.
- We don't have many with special needs coming in. Only talking about diversity in terms of ethnicity
- Would like to know what really the demographics of library users are, hidden info.
- Have already done lots of smaller projects (wayfinding; updating teen space)
- \$84k to move IT out of janitor's closet.
- Naysayers say, it's a computer world; we don't need the library.
- Putting band aids on; infrastructure keeps needing work (pipes; bathroom; bricks crumbling in the basement)
- I was against when they wanted to expand the library; it would be further away from my house. I've heard from others who are experts that this space has other problems. Maybe the administration the function of the library needs to improve. But I don't discount that we might need a new building.
- Expanding the library: Birmingham expanded by adding on. Have we considered that?
- Building a building and removing it from this campus would not be a good idea; families go from the Aquatic Center to here.
- It seems that a lot of issues come down to space. Staff space: digital materials, people who can't find meeting rooms. Is there any potential to increase the space?
- Space—not enough space and the facility needs to be updated.
- Need to create a sense of place—identity and definition.
- Community wants technology (remote printing, wireless tech, STEM) that can't be sustained in this facility. Power and data are expected.
- People passionate about the collection and don't want to see it diminished.
- People want study rooms and makerspaces.
- Get asked about study rooms a lot.
- No place for people to sit to work—always full—some will share tables.
- Study spaces in the youth department don't have power.
- People try to move tables but then have a tripping hazard with cords.
- Adults spill over into kids' space when.
- Programming space only one and it doubles as storage space.
- Need a new building—hear that every day.
- Really don't have the resources and infrastructure to meet the needs and demands of the community.
- More space for staff so that we can actually meet the needs and demands of the community.
- People want a makerspace and more memory lab (but no place to put it) this is the thing that draws in those younger/new adults.
 - People in Rochester Hills have actually launched businesses from their Makerspace.
 - The business community could be supported much better if the library had these kinds of resources.
- Need some informal co-working kinds of spaces.
- Need study spaces / tutoring space.
- Need a more private prayer space.
- No staff area is ADA accessible.
- A public elevator as current
- Need meeting space.
- Need program space (it is like the Hunger Games trying to get a room for a program)
- Need to prioritize the municipal building problems more on usage than how "bad" the problems are.

- Want a better and nicer library. It's old and hasn't changed in a long time.

Customer Service—Ease of Use

- Good experience with staff helping me.
- I enjoy coming here because the staff is friendly. Enjoy practicing my English.
- The staff are really helpful. If you ask for a book or a book recommendation, they will tell you.
- The staff is friendly to teens.
- I witnessed a situation where I was CKO a book on the self-checkout and someone was trying to pay a fine; staff helped.
- I was trying to print it out and the staff were very kind.
- From one individual: No one here. Starts at the circ desk. Returned book; staff was rude. Did curbside pickup and the staff said, "you have a big order; you're going to have to wait."
- From one individual: I have tried to come in needing help to get the doors open; circ staff doesn't help. They reprimand you if you cross the line at the circ desk.
- From one individual: this library has always been part of the city; the attitudes of staff now would never have been tolerated. With a book club issue, staff said, "I'm not going to listen to this" and walked away.
- From one individual: the previous administration led by example. Concerning the director doing her job, the previous director attended book clubs.
- If the staff is cramped, give them bigger spaces. Want to keep the staff happy; it is a balance.
- Layout does not always help things—not intuitive to the new users.
- Circ desk imposing—not welcoming.
- A lot falls on circulation staff.
- Furniture is not the most comfortable and feels dirty.
- Building not attractive—not much color
- Youth area in particular
- Seventies institutional—true of all institutional buildings in Troy
- Children's renovation added color but not a lot of functionality.
- January to June-2/3 used self-check, July 75%--need a combination of self-service and bank-type (consultative) seating to meet different needs.
- Lobby experience could be very different.
- Relationships are more personal than in many libraries—feel entitled to a different level of service.
- Staff provide excellent personal customer service, creative with solutions tailored to individual needs.
- Accessibility is a big issue-1 elevator in the back.
- Self-check machines are not always working.
- Doors have all broken in the past 6 months-door in youth department is posing a security risk.
- The front desk has a low area which is wheelchair accessible but still has a barrier.
- Carpets also need to be ADA accessible.
- People have fallen due to slopes.
- The front door is not very close to some of the parking.
- The sidewalk coming into the building is full of cracks.
- It is a sick building—mold issue in the youth department—took a long time to address.
- Investments are good but feel like band-aid improvements at the expense of staff well-being.
- Security issues in some of the areas—even areas where cash is handled.
- Accessibility for staff in a wheelchair would be incredibly difficult.
- Circulation has no back exit anymore so an active shooter situation would pose an issue.
- Staff bathrooms not ADA compliant
- No public family restrooms
- Drop boxes on the edge of the curb—some patrons and staff wish were closer to the building.
- Have staff and patrons who need a space to pray—rooms are small and not a good place-several people have asked to use the youth programming room, but it is not always possible.

- Disconnect for patrons to understand the adult and kid spaces are not two different libraries—think have to check out before leaving the space.
- Difficulty understanding where the circ desk is or where to check out.
- People do not understand what to do or where to go at the circ desk—where to line up or what to do is not clear.
- Play area in children's is small and crowded—very noisy.
- No multi-lingual signage or concessions for those from other countries—how to use the catalog and understand the library.
- Feel the library is easy to use and staff walk around to help people.
- Even if not easy to use, easy to ask.
- The most confusing part is trying to use the computer lab—go to the adult desk first.
- All public service desks are the same color—could do color coding and not make it a maze.
- Would probably be detrimental to put digital services and adult services together because it is too busy and would cut service too much—too much volume.
- Since such a high International population, need more help on how to use the Library.
- It's a very confusing building. Hard to navigate until you get to know it.
- Hard to get to the building, Google takes you to the loading dock.
- Bathrooms are gross and not easily accessed.
- No family restrooms, no gender-neutral restroom options
- The library is too broken up.
- Low accessibility to the building for centers
- It would be ideal to have a drive-up service window.
- Policies have gotten much more patron-friendly of late.

Collections

- Many are reading books in English.
- For my family would be nice to have books in Ukrainian. I want my kids to use their Ukrainian language since it's their native language. Don't want them to lose it.
- There are no books or movies in my language here.
- I didn't know there were books in Italian; I will take with me.
- Staff helped me to find a book from another library.
- I was browsing through books about biology and chemistry; couldn't find as many books as I wanted to (academic texts/STEM-related subjects)
- AP classes: there are certain books you need; would be nice if they were also in the library.
- Standardized testing: a struggle to find test prep books. Have to put on hold but not enough books.
- My mom listens to audiobooks a lot but there are not as many available
- E-readers if you don't have a laptop.
- This group prefers physical books if reading for pleasure.
- I used to use Libby and never check out books. When I go to the adult section it's hard for me to find a book without asking someone. Online is more accessible.
- There seems to be a trend with the library removing physical books.
- Concern about not as many books; access
- Noticed lots of empty shelf space near international area?
- What about the books; concern about using space for activities over having more materials.
- Concern about availability of digital books.
- HITs program: I saw it at Bloomfield. Suggested it; I don't know why things [I suggest] don't get implemented.
- When the library stopped charging late fees, people kept them checked out longer, so they are not as available to us.
- Games routinely get stolen, and the budget is limited so that is difficult to deal with—needs to be secured.
- Inconsistencies with series of books—weird not to have a complete series.
- IN youth there are a lot of issues with how youth collection is housed merchandising and browsing experiences difficult

- Complaints that large print moved to the back.
- International tucked in back as an afterthought.
- Weeding is a challenge when it comes to series materials—a lot of adults ask where all of the books are.
- People using space to study are more students--Seniors come to read—struggle to decide who to serve.
- Weeding has been excessive in the past couple of years.
- Certain sections of adult non-fiction are still circulating –legal, computer certifications, etc.
- Youth non-fiction parents are still looking for things.
- Had to give up collection spend for digital collections—accommodating Hoopla, and Kanopy, can't always replace things when they are missing—not sure where the money goes when patrons pay material replacement fees.
- Just got a new way to find out what is missing or lost.
- Patrons won't pay replacement fees—discussion about doing away with fees because they don't pay.
- Lending periods have increased, which contributes to lost materials.
- Signs around Holds areas—people taking things off the shelf and not checking out—not clear that materials aren't already checked out.
- Self-check doesn't always scan all of the items.
- A lot of the collection is not well displayed—especially in youth—only 2 small display tables—was supposed to happen in the renovation.
- Are libraries going away from Dewey? Is it maybe a combo?
- The Adult section is well-merchandised and has good labeling—have to go away before getting to books.
- Youth services have signage everywhere but there are still a lot of questions.
- The collection is pretty excellent.
- Hear lots of compliments about collections.
- Already keeping books off the top and bottom shelves
- Have made many improvements to youth collections in the last few years.
- The use of e-materials continues to increase.
- Budget isn't fully reflective of the usage levels, doing everything the library can but the demand is far outstripping the demand levels.
- The tech services area doesn't have enough space, even though it has some more space than other departments. and it's too far from circulation.
- Shipping and receiving comes through the tech services, often city mail comes to the library.
- Need covered area for delivery, shipments are coming in wet on rainy and snowy days.

Other Collections

- Craft kits seem cool. Hotspots seem like a good idea.
- Board and yard games would be good for families; people might go buy a board game and then they don't like it.
- Telescope would be a good thing. I would never buy it myself.
- Microscopes and magnifying glasses

Children's Services and Spaces (0-7)

- I don't think this is a big deal.
- There are craft kits for kids.
- One of the important functions of the library is early literacy.
- My son how difficulty learning how to read until he found a book about a monkey who was an astronaut.
- The in-person Storytime was important for the parent and the child.
- Don't want the library to eliminate or cut back on literacy.
- Summer reading program was important. It will take a while to get back after COVID.
- Could still use more manipulatives and activities for kids.
- Doing more programming today than the library did pre-covid.
- The current program/story time room does NOT work for story times. Too small and it's the wrong setup.
 - Lighting, air, HVAC, and skylights all are major problems in that room.
- Mold issues in the youth area
- Concerned about having the Peace Garden entrance right into the youth library.

- Shelves are too tall in the youth area.
- Lack of a family restroom
- No place for nursing moms (public or staff)
- Baby changing stations are old and gross.
- Sound is a major issue. Ceilings amplify the noise and cast it everywhere. Really need acoustic treatments
- Teens end up in the children's department (because of space or noise)

Children's Services and Spaces (8-12)

- Not really a designated spot where they feel welcome.
- There are a couple of tables; there's sort of a whiteboard.
- Group project work doesn't really start until HS, for younger kids not as complicated.
- Need more comfortable chairs.
- Youth services area is very "littles" focused.
- Tweens are not being served well—creates a conflict in the Teen area.
- Book selection missing for this age too.
- Have a play area but people don't feel it is as good as other communities.
- Renovation that fell through was much needed.
- Is no space for them?
- Teens take over the study area.
- Not a place you really want to hang out.
- No space for this age group in the library currently

Teen Services and Spaces

- Tables are for adults and teens, it's complicated. Not dedicated space.
- I didn't know we had a teen space. Everyone uses it.
- Signage gets lost.
- Sometimes I see little kids in there because there are puzzles.
- Would want a separate room.
- It's really quiet in the adult section.
- Sometimes people want to do group work.
- Some sort of separation
- Just more of spaces, "if you want to do group work, go here."
- Teen space in the middle of all the books and the quiet space—the magazine area would be better.
- Like the idea of designated social areas that are glassed in and separate collection/tables/areas to study
- I usually come to the library to read and to study; wouldn't want this [designated social area] to take away from that.
- The positioning is very poorly placed.
- We have no issues with engaging the teens in the community.
- For many of the kids from academically aggressive families, the library is the only "fun" place they get to come.

Adult & Seniors

- Interest in a dedicated international space
- I would also come to talk to local people who can help us and meet people from other nations.
- My grandma doesn't come here because she doesn't speak English.
- A space to check out crafts to take home.
- Used to be an author talk; no longer. Folks who are members of book club complain to Friends members.
- Friends group is willing to sponsor.
- Senior programming is difficult because don't have appropriate spaces.
- A lot of complaints about 1 person at 4-person tables—not enough spaces
- No good space for cultural and music programs in the library
- Swap teens and periodical spaces
- Need a social spot for seniors.
- Need a spot for people to bring seniors and adults with cognitive issues.

- Tables are highly utilized, though mostly by a single person (at a table for 4)

All Ages Comments

- Do a great job with programming and collections.
- Space doesn't make people want to spend a lot of time here.
- Need better separation by "noise level" and less focus on age level.
- Café is the only active zone.
- Just a general lack of storage for all departments
- Department Supervisors should have an office so that they can have private conversations with their team members.

STEAM: Technology, Creation Areas, Spaces and Resources

- A section focused on STEM books.
- STEM space/crafts
- Coding: we played with coding in elementary school and then didn't so later. Would be fun to do outside of school.
- Recording studio: no interest if not a school project. Would be expensive.
- There's a Troy Creative Club so anyone who wants to pursue it can go there.
- Used to be a charging station that was taken away—need something for patron devices.
- No password for self-check which seems like a disservice—feels less secure.
- Half the time the Wi-Fi pop-up doesn't come up to connect.
- Concerns about the library card not being very secure for entering personal data.
- Just added Google Chromebooks that can only be used in the Library—feel like they should be able to be checked out to go home.
- HUGE Deficit of outlets and power access
- Huge appetite for this in the community but NO space to do this now.

Meeting Services and Spaces

- Need more study space.
- Single cubicles with smaller desks would help distinguish the different zones. Would help with the noise.
- I wish we had those kinds of pods that are rooms [from the slide deck]
- The tables are really close to each other, and you can hear everything.
- Absolutely need more meeting, study, and workspace

Outdoor Spaces

- Like the idea of an outdoor space to have programs
- Would be pretty cool; would get fresh air and have the sun on us.
- You can't really study outside; can only look at nature.
- Should have more space to sit outside—need tables and chairs for public and staff.
- Outside playground area—outside interactives
- Garden is hidden.
- Space is not leveraged.
- Movement back to wildlife areas—should be native plants and have a pavilion.
- Need some good outdoor space with Wi-Fi and power for users.
- Could really use a kind of interactive play area for kids.

Other spaces: Calming Rooms, Café, Bookstore

- From one individual: the café is a room that's always empty.

Library Programs Overall

- Also no one comes b/c there's no programming anymore. The director is from the Royal Oak Library; maybe she doesn't get what this community is about in terms of quality programming. Need more informational programming, such as a behind-the-scenes library tour. Other libraries are doing this.
- I've seen several programs that I'm interested in; sometimes they are on nights that I just can't make it.
- Storytime online: I'm not bringing my son to that; I can read to him at home.

- We're in a book club; we have trouble getting the books we want to read for the book club. Patrons should be fined if they don't return them on time.
- Lack of programming on-site; why was so much programming virtually? Used to have author and cultural programs; why haven't there been any? Some of the large, over-55 community don't have email or the ability to attend virtually.
- Is the library having trouble staffing? Is that affecting programming?
- I enjoy in-person programming more than virtual, including game night. What governs why there isn't much in-person programming?
- Funding for programs comes from the Friends.
- We might look at collaborative effort with cooperating with the Community Center. They have spaces that are barely used. Has been done before.

Equity, Diversity, and Inclusion

- Bringing in my kids: don't feel welcome b/c of the kinds of books they have (with gay themes)
- The international collection is pretty good.
- Accessibility could be better—people falling on floors every day—material (terrazzo)
- Large print materials are in the back.
- Circulation desk could be better.
- Elevator being in staff area is a huge issue—very big safety concern—public walking into staff area.
- Peace Garden doors don't have openers.
- Appreciate the diversity of the collections.
- Proud of programming—have evolved a lot over time and need to continue (Lunar Festival programming)
- Would be helpful to have translated materials since have so many immigrants---Chinese, Korean, Hindi
- Really need family/non-binary restrooms
- Children's bathroom not ADA accessible
- Need true International space.
- Doing a lot of diverse programming
- Staff diversity has definitely been growing of late.
- Working hard on diversity
- The biggest issue is the equity of physical access (building entrances, bathrooms, location of Large Print)
- Need more multi-lingual signage (Arabic, Korean, Chinese, Hindi, and Spanish are the major languages)

Outreach

- Do we need branches? There are probably people not being served because they are too far away.
- Doing a lot of good work in this brand-new department
- Getting a vehicle/bookmobile soon
- Program with schools where parents can opt into an e-card via schools.
- Collections sharing with the schools.
- Will support that from a POD outside the building (not a good long-term solution)
- The department is located the furthest from any outside doors.

Community Awareness/Connections

- The library has a lot of good programs but not marketed. I'm going to take my SATs soon and there's a prep program; most people don't know about it.
- Friend to friend talk is better than social media. Kind of like peer pressure
- Coming to the schools. A population of 2,000; that's how you connect.
- Marketing issues: back during 2011 didn't communicate the value of the library to the community. If they are focusing solely on social media marketing, they are missing all of the people who voted to keep the library open.

Online access-Digital Connectivity

- Can language be changed on the website?

Local History and Genealogy

- Not really doing that here

Friends of the Library

- Want bigger space on main floor with outside access so we don't have to bug staff to get in.

- The elevator doesn't work well; can get stuck.
- My friend and I were going to work at the Friends store but we were told we couldn't work together because of theft. I feel that the admin is putting up barriers. Same with community center; folks at desk said to be sure the attendees were from Troy. An obstruction.
- Friends of the library fund the library with revenue from their bookshop. Their mission is to support the library; having nothing to do with policy or procedure.
- Things that the Friends do seem like they bring in a lot of people.
- My understanding is that the entire programming funding comes from Friends. Someone from the staff is providing the programming. We need an accounting of how the past programming funding was used.
- Friends need to do marketing to let people know that the \$ they spend goes directly to programming.
- Important facet of the Library—bookstore is very possible.

Other Thoughts:

- Summer reading kickoff day was a huge success; 3k people.
- People looked like they were having fun.
- Thinks it will help that the library admin is moving toward having more FT staff; they are more invested.
- A behind the scenes tour would be awesome.
- Talking to City architects about possible changes to the lobby area
- Some of the attacks on staff and the Director are much more personal than experienced elsewhere.
- Can't wait for the report because data will help to guide direction and create decisions at Council level—have been existing in limbo but decisions aren't being made and are in an in-between space with the Library.
- University of Michigan business school partnership—worked with them 4-5 years ago when doing bond—floated idea of doing comparative library analysis.
- Councils care about other communities—comparative data is helpful.
- Roof leaks youth, adult, and circ areas
- Priorities seem to be an issue—sometimes vanity driven not what is best for the library.
- Lack of staff area is a huge issue.
- Location is good—why don't we build up?
- Could be a building somewhere else on campus?
- People are at the Library for the day—need to be able to use different spaces and have them be more comfortable.
- Don't have family restrooms.
- Would like to see staff be more full-time—at the highest number of full-time staff in the past 10 years—a great thing we are moving in that direction and need to continue.
- Some of the librarians work 2-3 jobs (circ staff mostly work 2 jobs)
- Who are the decision makers and are they seeing examples of other libraries?
- A number of the years ago there was a big sweep when the Library was preparing to close—millage failed initially, and the City had to fund in the interim and getting the word out that the Library was actually still open was a challenge—people didn't think the Library was important enough to fund
- There were 4 library policies on the ballot and there was a lot of misinformation—couldn't tell which one was the right one—City politics of the time contributed—not so much the issue now.
- When the renovation didn't happen didn't get the blow-back expected
- Not applying the same approach to all staff
 - Sending home some staff because of building issues and making others stay
- Being asked to shift staff around because of the building issues.
- Staff often feel like we are being asked to solve problems in the library that we don't have the authority or resources to do or solve.
- The mold issue has been going on for a long time (years) and wasn't taken seriously.
- Staff feel like it's not being taken seriously about lots of issues.
- The road dock is falling apart and not really usable, drivers have been hurt using the ramps, problems are NOT taken seriously by the city.
- Total lack of safety in this building in the event of an active shooter. Lack of exits

- Lighting in the building is horrible almost everywhere.
- No private place for meetings (staff evaluations for example)
- Sound issues everywhere
- Need a prayer/meditation room (for staff and the public)
- As a staff person feel like being asked to do our jobs with both hands tied behinds our backs (mostly related to limited and problematic infrastructure)

Other Topics/Questions:

What visions do you have for library services in Troy?

- I've appreciated seeing how our library is rethinking the typical 'books–paper-physical location' approach, thinking of it as a broad community resource that can provide any kind of education resources and differ types rather than limiting themselves to being traditional.
- I want to see the library become more of a gathering place for the community; I think it's underutilized. I know there are meeting rooms, but they aren't always conducive; I've used them. Now they [library] are interested in more small private rooms so that people can get together to brainstorm and work. I know there aren't too many places in the community to do that. So, people can have a quiet space to do what they need to do and not bother others. I like what the Rochester library has in that regard. I know there's an issue with the bigger meeting rooms; the library doesn't charge a fee but have to let anyone in.
- The Community Center doesn't have private space, just spaces in the open area. The library is free! No one has to pay a dime.
- I'm excited about the bookmobile, I heard about it several months ago. I know it's in the works; whatever the equivalent of a ribbon cutting is for a bookmobile, I'm going to be there! Great to take services out the community, to young children and people with mobility issues.
- I mainly use the library for electronic media; I get eBooks. They were a godsend during the pandemic, to have the ability to get eBooks. Being an attorney, I still have mounds of paper b/c I have to but the more I can digitize, the more I do.
- Need to show more impact/results/outcomes from that increased millage, which was passed in 2020.
- Disappointed in false start on youth space renovation, get a new plan going there or part of an overall renovation.
- Was at the library the other day on a Sunday, very busy when I was there?
- Doesn't really feel like it needs a whole new library.
- The building isn't awesome, but it doesn't feel like it needs wholesale replacement, it's functional, if not amazing
- Personal View of the library has changed over the years,
 - Used to see it just as books and studying.
 - Now seeing it as the more modern place, programming and all of the extra stuff
 - Fills a key role for the city and meeting resident needs.
- Would like to see more performance / event space in the community, maybe a part of the library or usable by the library.
- Maybe bond for a new library in 2024, maybe combined with the performing arts space.
- How much could the current surplus finance in terms of a bond?
- Worried that the library is more left of the rest of the community.
- How will that impact the view of the community related to funding?
- Feel like: Shouldn't Troy have the best of the things compared to those around.
- Fear that people would say "we've already given the library more money" why do you need more on top of that.
- Definitely not enough meeting space and what's there isn't very functional.
- The Library might not be a selling point but it's also not at a bad level that would dramatically turn someone off to the community.
- View the library as not just a place for info but a place to come together.
- A place to get resources, games, adaptive learning devices, and books but also for socialization and information exchange, students studying, resources to find a job, ESL learners having Talk Time.

- I look at what our library is very broadly It brings the community together, getting folks together who might not ever interact otherwise.
- Needs are wide-ranging, two biggest populations—kids and parents with kids (because they are so closely tied to schools and education) and the Senior community. The needs of seniors may be more social than obtaining knowledge. Needs are distinctly different.
- My needs are different from either of those two populations. I'm interested in learning but also in socialization.
- The biggest need is the physical footprint—not conducive to growth or configurations.
- Very limited in what can be done—consistently hear from the community it's not big enough, not new enough, and can't do what other area libraries are doing.
- There's a big group who wouldn't change a thing about it but an equally big group who've grown up with other libraries and look at it from a different lens; feel that it's dated.
- Somewhat sordid history on how mileage was established—some may perceive not moving on plans as “bait and switch”. We understand the economic reality but it's easy to see how the narrative can get off track.
- Always more needs than funds
- See through 8-year-old son's eyes—he's at an age where he is developing as a reader, need for youth space is great.
- When young came to a lot of youth events—issues with space.
- County Council: We're fixing it [the library] here and there but just patching cracks. We need a whole new library.
- Beauty of diverse community; the library is a place where they can meet.
- Youth Center is currently where kids gather, want a modern exciting space they can connect to
- Want a modern, exciting place, with everything for people at their fingertips. There are challenges to that.
- Even in Youth Center space
- In the youth space, [need] more study areas. My son has done tutoring at the library but it's an open space. My hometown had one of the finest libraries; had space that was private and quiet. Need to have that [rooms with doors, for tutoring or interviews or whatever]. There's lots of tutoring throughout the year that goes on.
- Know more about youth but need to remember population diversity—foreign born global resources—have foreign language section but being able to have books in multiple languages.
- I know more about the youth section b/c of my son but in future discussions, it's good to remember the population diversity of Troy—foreign-born global resources.
- The library has a foreign language section. We've tried to raise our son to be bilingual and it's great they have books. I used to serve on a local global diversity board before coming on to the County Council and people raised the issue of how to recommend/purchase/donate more books. Need to look at the future of that section, and what to do with that space.

What trends do you see in society and in particular in your community that the library needs to be planning for and adapting to?

- I like the idea of having more hands-on things; I have a 19-year-old daughter who is neuro-divergent. She learns by doing things. I like that the library is moving toward makerspace with learning in a fun way.
- Society is moving toward having more electronic means to get things. People who prefer paper over electronic are few and far between. The more that the library can provide people with enrichment through electronic means, the more helpful.
- I'm not sure about trends for young children.
- Also, audiobooks. My husband has gotten me into listening audibly; I get some at the library and also on Audible. Great to entertain myself in the car; keeps my brain engaged!
- 56-57 public buildings, almost all need attention, capital level improvements
- School bonding really hit the perception and reality of tax levels in the area.
- Troy trending blue, but still has some strong conservative voices.
- Suspect the votes would be there IF the need is well explained and validated.
- The Aquatic Center is old and needs a direction.
- This year's election could create a lot of turnovers in the city council, will that change the outlook of the overall?
- It's a smart community, which wants to understand the why.

- There has been a 30+ year deficit of capital investment in the facilities of the city, and with everything kind of built in the same era the “building bill” is all coming due at once.
- More outdoor space at the library (play area), peace garden is great but it’s under leveraged/underutilized.
- Feel like demographics aren’t necessarily going to change—Troy will always have a lot of families because of the strong school district but people like to stay even after kids leave—pretty stable demographic on both ends.
- What may become more divergent, is that the younger population's needs will change more quickly than those of older demographics. As a 40-something, I’m not expecting technology like AI to be incorporated into the library. The younger demographic is the early adopters are more flexible and things like that are more important. That may create a bigger chasm in needs and wants between the two.
- One will want to stay with what they’ve got and those who don’t need physical books as much. Expectations will widen.
- Makerspace usage is growing in youth and teen areas. Space is limited so there are not as many offerings as wanted or needed. Don’t think that trend is going away.
- More things online—online resources
- The challenge is as a County Council member, as I’m canvassing, I meet residents whose kids aren’t in the school system (I’m a Ph.D. and an author so I love the library), residents say, with everything being online, “Why do we need the library?” We recognize that things are online I’m not an expert, but we need to have answers to this question. I’ve often said, you’d have to pay for resources if not for the library. Need to home in on that message.
- Continue to think about what the library offers beyond books—ELL, is important with our population; I’m trying to keep thinking about the things that make Troy unique. Global City so it’s important for all of us to learn languages. I don’t know everything we offer as a library. I think Babel (database) is online; not sure if the library has it.
- Don’t know what is offered as a library.
- Bookmobile: It’s a neat service to take to homebound/other patrons. I’m looking forward to getting more information about it and seeing usage info going forward. I’m proud to have supported this, bringing resources out to folks.

If there was only one thing that the library could focus on strategically or for improvement in the next 3 to 5 years what in your view should that be?

- What I hear the most from constituents: people want a space more conducive to young and school-age children. Parents who are bringing preschoolers there, the youth area in the library isn’t a good space for that. I haven’t been in the children’s space in a really long time. I think that is probably the biggest “customer” group, parents and young children.
- So many adults can order books and pick them up online; I don’t know how many goes into the library and browse or hang out. Parents want a better space for children; I’m hearing that teens want a better study space.
- More effort with seniors, in coordination with the Rec Center, don’t have a Senior Center
- Youth services is important but it’s already getting a lot of focus,
- Need to be careful with how “left leaning” some of content and marketing comes across, especially on social media.
- My term on the council ends in the fall; some of my colleagues might have a different opinion.
- Establishing a solid plan for a library with a bigger footprint—new building or expansion of current building—has been a question for the last 20 years.
- The community wants this, and we just haven’t been able to do it. Prior to the recession, there was a huge study that got wiped away.
- The community very much values the Library—increased millage 3 years ago proves that it wasn’t a fluke.
- The #1 thing to make it a more aesthetically pleasing place. It has so many resources I haven’t tapped into.
- It’s no small thing to have nicer furniture; alcoves; places to do interviews. Not to look like a 1970s civic center building. I come from a mid-century modern-style library.
- Here, we have a whole civic center campus that needs an upgrade.

- Worried about how to create a cohesive look and feel of the civic center space. Don't want to end up creating a mismatch, a disjointed look/feel to connect with the rest of the civic center. B/c it's connected makes it harder to figure out.
- The library needs to be a place people want to spend time in-more modern and pleasing.

What kinds of materials or services do you wish the library would offer?

- For better or worse, society has an expectation for a different level of service. Example: my husband used to go to Lowe's. Sometimes he could find what he was looking for, sometimes had to hunt it down and then stand in line. Now, he orders online. The only time he goes into the store is if he needs assistance.
- I liked that during COVID the library offered pickup; I think they're still doing that. I used it [pickup] during COVID; now have gone back to getting eBooks or audiobooks online. I think the more they can offer that convenience and also the bookmobile, taking things out to the community rather than expecting folks to come to the one location, I think it would be an appreciated amenity. Great for those who find it so hard to get out of the car, like my 93-year-old mother.
- I do recall the last time I looked at e-lending on the website, it was clunky. This was a couple of years ago, but the portal used to be difficult. Not user-friendly. Hard to search. Would be great to have a more Google-like search experience.

Are there any partnerships with local agencies that you'd like to see the library initiate?

- Over the last year, the library, the Recreation Department, the Nature Center and the Historical Society have been trying to work together to not have overlapping programming. There's been a lot of overlap between these 4 entities. The Historical Society and the Nature Center work closely with the city. We'll have to do a better job of 'selling' this idea; the seniors were really P'Od; they wanted to have their own programs at the Rec Center. We need community outreach with the seniors to let them know that we're not taking away your programming, just not having it duplicated. Seniors hate change more than other people.
- Friends of Troy Seniors does program through the Rec Dept. Seniors want it [programming] to be exclusively seniors. Fine but it makes no sense for the city to pay for programming for the seniors if the library is doing the exact same thing. Outreach/engagement with senior groups might help seniors to understand.
- I would like to see the library working hand-in-hand with the new city communication person. It will take a while for it all to mesh together. Communications, no matter where it's coming from, the library is not separate, it's part of the city. It's probably in the works and I just don't know about it. It's important for the city to have a single message. Can't be stepping on each other's messages. Don't mean for communication to be monolithic but is confusing to the public to have 100s of messages going out; it needs to be coordinated. Used to be that every fiefdom in the city had its own communications. We all need to know what the message is. Not aware of any conflicting messages. We brought on someone who's very good at her job. Just want to make sure everyone is working together.
- Thanks for what you're doing. We were not happy to abandon the plan [prior building]; we're going back to the drawing board and will re-think; start over. It's only going to get more expensive. Having a plan to do something with what we have makes sense.
- Have a relationship with the school district but wonder if it could be stronger?
- It is a natural relationship there, but the school operates independently of the City and too close of a relationship could cause a real or perceived issue.
- Friends of the Troy Seniors may be an opportunity. Could pair Seniors with young children in some situations.
- Business community or potentially the Chamber of Commerce to support small businesses or careers. Many use the library for their job/their own small business. Might benefit from partnering more closely.
- The library seems to do a good job here.
- Don't want to assume that the library isn't connected, but on the Global Troy Board I served on, the director, Kathy would come. I don't know if Emily has had a chance to visit.
- Not sure how ties are being forged with the community but important with the diverse community.
- We have a new Community Engagement director with the city; I fought for that. Might be a good place for the library to connect with. Be able to forge those connections maybe through places of work, and ethnic community centers.

- More actively—would love to see the entry foyer modernized to be a place of public information.
- Proposed budget for City Hall—infographic
- Things that are always of interest like the City Master Plan Draft—actively be presenting and encouraging feedback.
- For example, have an easel or someplace where you can display an infographic with the budget. We're in the process of approving the master plan draft; no one would know about it. Maybe a prominent sign, "What's going on with city hall." A session at the library where someone was available to answer questions on a Saturday morning when you see so many people in using the library.
- A very public way to show what is going on with City hall.

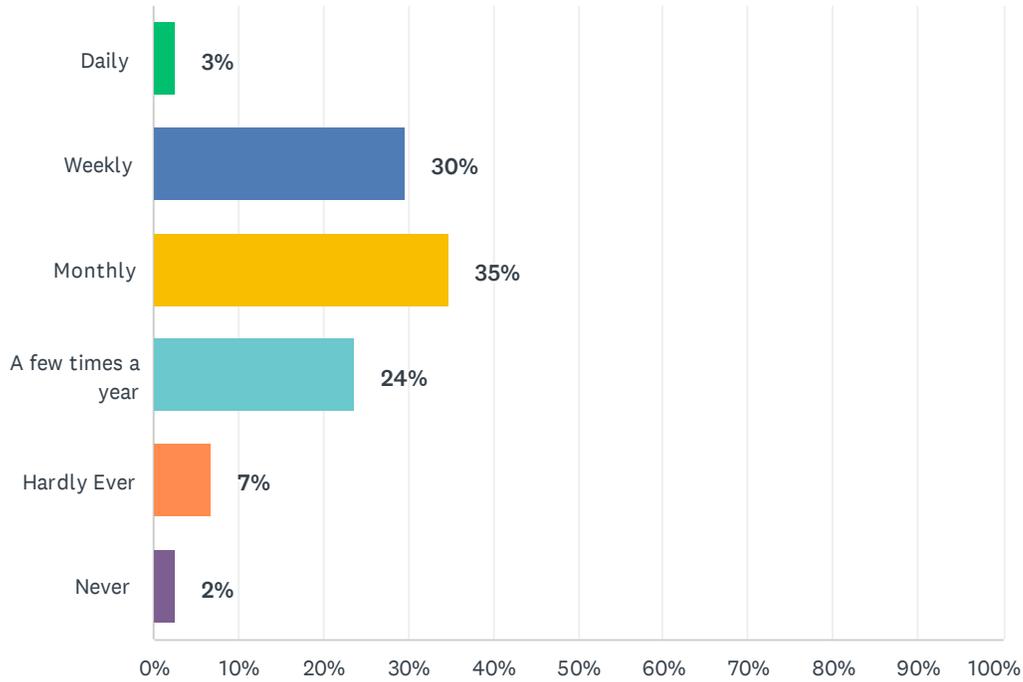
Any other?

- Concerns—big picture of being sustainable, meaningful, relevant.
- Feels very passionate about the library-- Citizen activist and on council.
- Just the dilemma that it's attached to the wider campus—what does it mean to start with the Library vs. other things.
- If we went to the public to ask for a millage, it's difficult b/c we already did that. What does it mean to start with the library and not city hall?
- We just went to our voters (my first election) and had to ask for the millage. Having to go back is hard. It was an operating millage but some capital too. The idea was that it would help fix a lot of things but with COVID, costs became exorbitant. Someone on the council wasn't supportive of the millage, because wanted to wait and do something bigger and more comprehensive.
- Wish the building were more separate.
- Our public does really value our library.
- A [library] service I so much appreciate: Melcat; as a recovering academic, I really use it. My husband works from home, and he can access it through the library. It's a wonderful resource. My husband has talked about using the library as a space to work and get out of the house.

Troy Public Library Community Survey 2023

Q1 How often do you visit your library in a typical year?

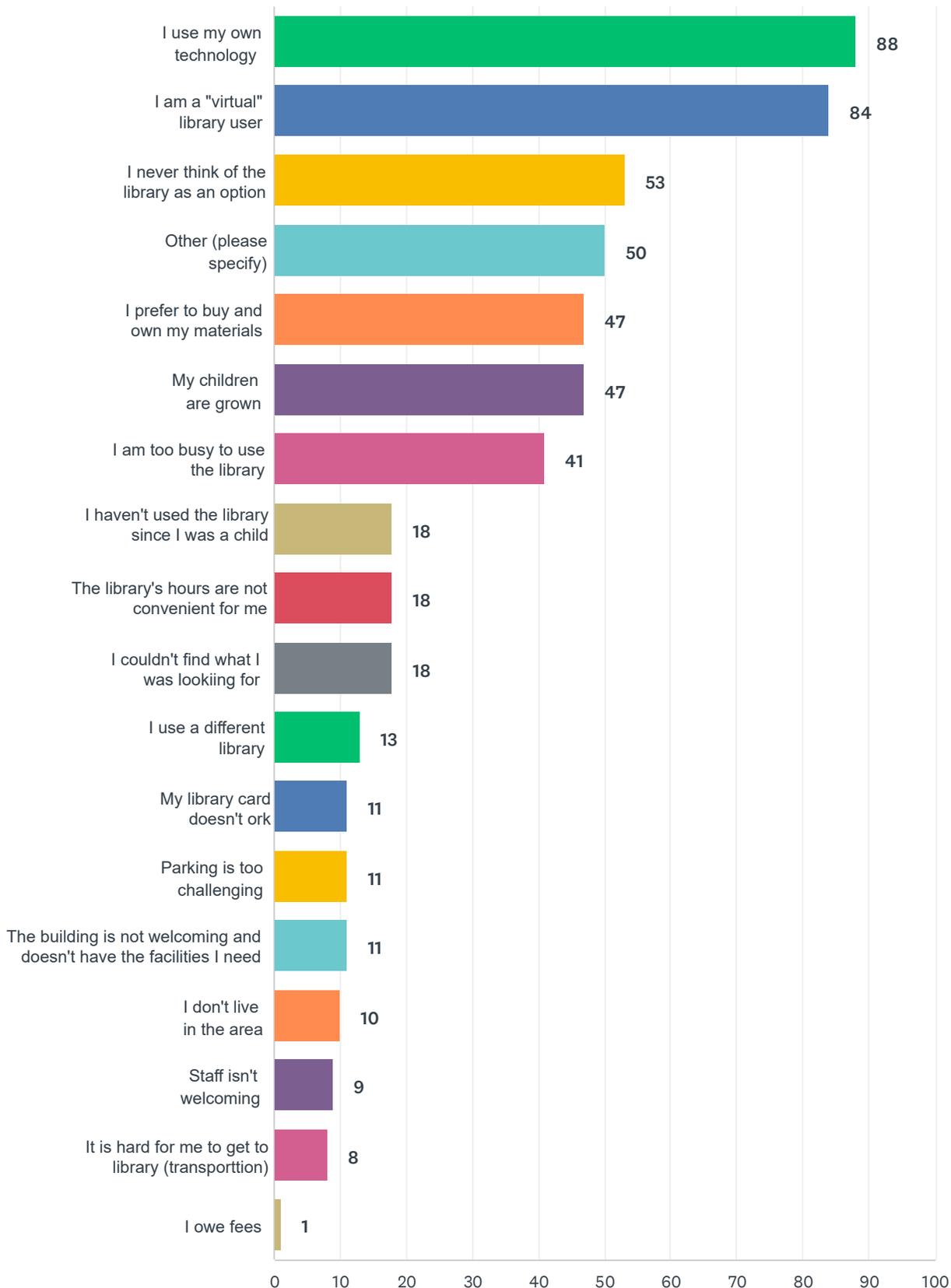
Answered: 2,724 Skipped: 9



ANSWER CHOICES	RESPONSES	
Daily	3%	71
Weekly	30%	807
Monthly	35%	947
A few times a year	24%	645
Hardly Ever	7%	186
Never	2%	68
TOTAL		2,724

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

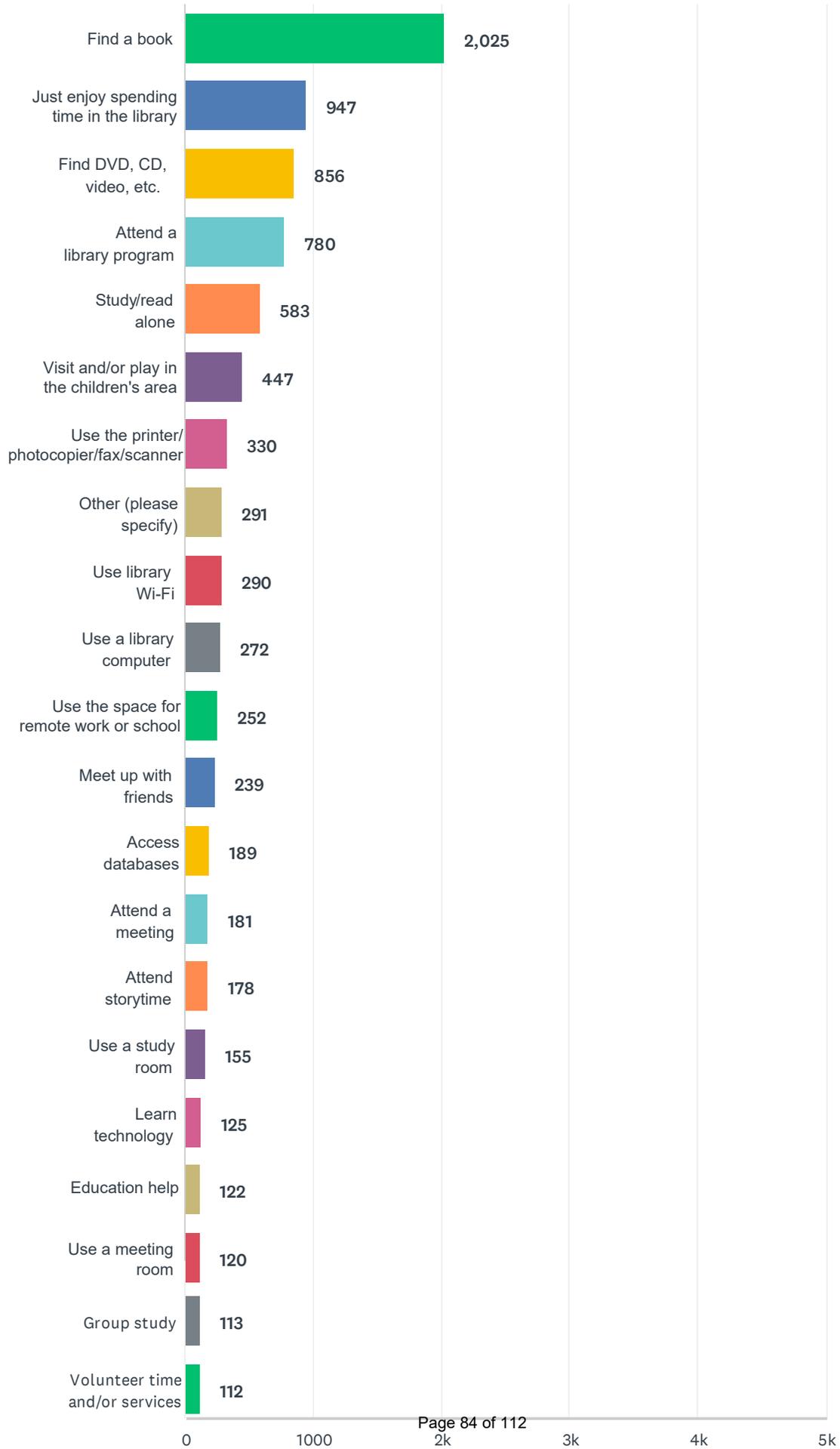
Answered: 269 Skipped: 2,464

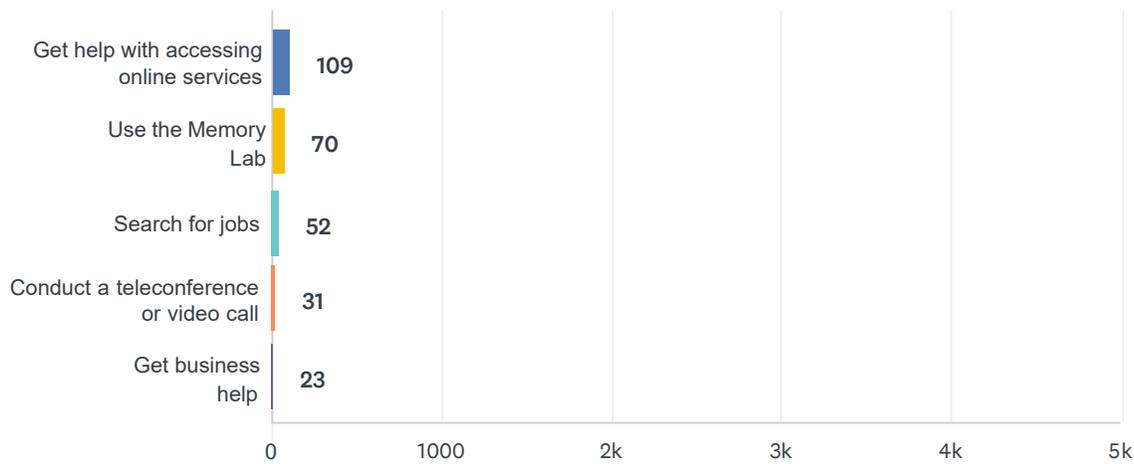


ANSWER CHOICES	RESPONSES	
I use my own technology	33%	88
I am a "virtual" library user (download books from library website)	31%	84
I never think of the library as an option	20%	53
Other (please specify)	19%	50
I prefer to buy and own my own material	17%	47
My children are grown	17%	47
I am too busy to use the library	15%	41
I haven't used the library since I was a child	7%	18
The library's hours are not convenient	7%	18
I couldn't find what I wanted	7%	18
I use a different library	5%	13
My library card doesn't work	4%	11
Parking is too challenging	4%	11
The building is not welcoming and doesn't have the facilities I need	4%	11
I don't live in the area	4%	10
Staff isn't welcoming	3%	9
It is hard for me to get to the library (transportation)	3%	8
I owe fees	0%	1
Total Respondents: 269		

Q3 Why do you use the library? (check ALL that apply)

Answered: 2,366 Skipped: 367

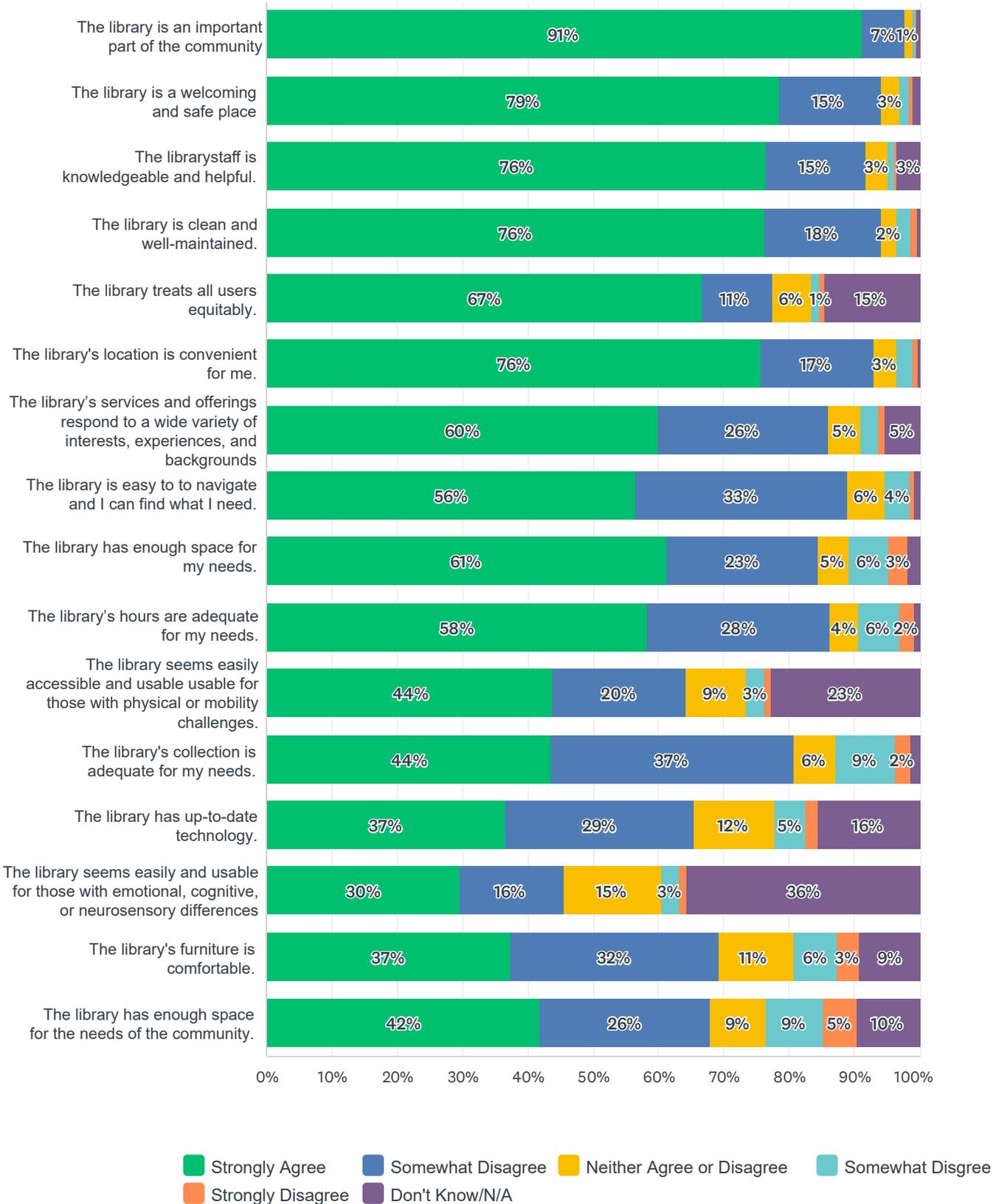




ANSWER CHOICES	RESPONSES	
Find a book	86%	2,025
Just enjoy spending time at the library	40%	947
Find DVD, CD, video, etc.	36%	856
Attend a library program	33%	780
Study/read alone	25%	583
Visit and/or play in children's area	19%	447
Use the printer/photocopier/fax/scanner	14%	330
Other (please specify)	12%	291
Use library Wi-Fi	12%	290
Use a library computer	11%	272
Use the space for remote work or school	11%	252
Meet up with friends	10%	239
Access databases	8%	189
Attend a meeting	8%	181
Attend storytime	8%	178
Use a study room	7%	155
Learn technology	5%	125
Education help (tutoring, reference questions, etc.)	5%	122
Use a meeting room	5%	120
Group study	5%	113
Volunteer time and/or services	5%	112
Get help with accessing online services	5%	109
Use the Memory Lab	3%	70
Search for jobs	2%	52
Conduct a teleconference or video call	1%	31
Get business help	1%	23
Total Respondents: 2,366		5

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

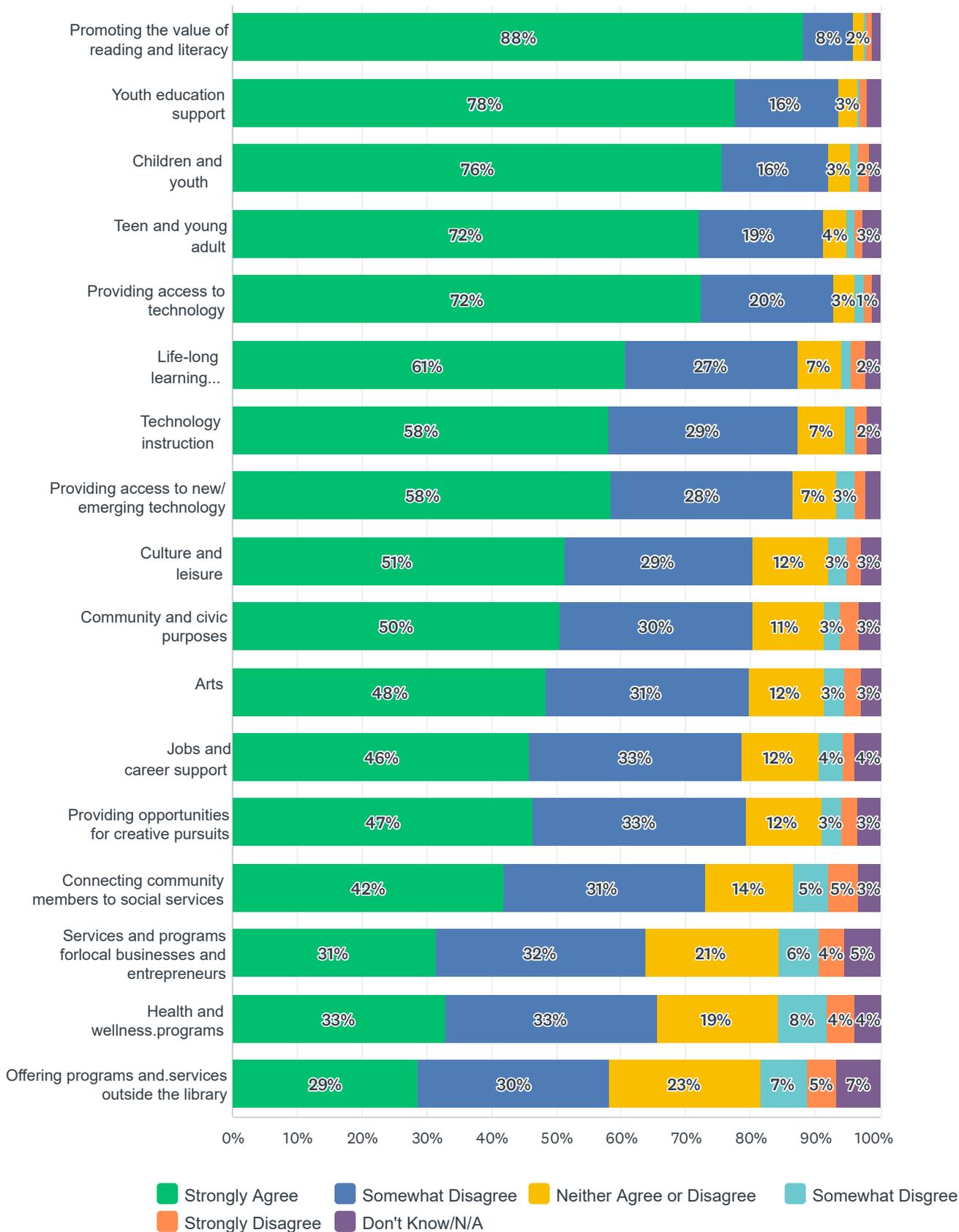
Answered: 2,197 Skipped: 536



	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/N/A	TOTAL	WEIGHTED AVERAGE
The library is an important part of the community.	91% 1,992	7% 144	1% 28	0% 6	0% 6	0% 9	2,185	1.89
The library is a welcoming and safe place.	79% 1,718	15% 337	3% 63	1% 32	1% 11	1% 24	2,185	1.72
The library staff is knowledgeable and helpful.	76% 1,671	15% 338	3% 70	1% 22	1% 11	3% 74	2,186	1.72
The library is clean and well-maintained.	76% 1,665	18% 386	2% 51	2% 46	1% 21	1% 11	2,180	1.67
The library treats all users equitably.	67% 1,450	11% 235	6% 128	1% 28	1% 16	15% 315	2,172	1.66
The library's location is convenient for me.	76% 1,653	17% 378	3% 76	2% 54	1% 18	0% 3	2,182	1.65
The library's services and offerings respond to a wide variety of interests, experiences, and backgrounds	60% 1,308	26% 573	5% 106	3% 58	1% 24	5% 116	2,185	1.49
The library is easy to navigate and I can find what I need.	56% 1,228	33% 710	6% 124	4% 85	1% 14	1% 18	2,179	1.41
The library has enough space for my needs.	61% 1,337	23% 499	5% 102	6% 134	3% 63	2% 41	2,176	1.36
The library's hours are adequate for my needs.	58% 1,272	28% 609	4% 97	6% 135	2% 49	1% 20	2,182	1.35
The library seems easily accessible and usable for those with physical or mobility challenges.	44% 953	20% 443	9% 203	3% 62	1% 20	23% 496	2,177	1.34
The library's collection is adequate for my needs.	44% 948	37% 809	6% 138	9% 198	2% 51	1% 31	2,175	1.12
The library has up-to-date technology.	37% 797	29% 628	12% 269	5% 105	2% 39	16% 339	2,177	1.11
The library seems easily accessible and usable for those with emotional, cognitive, or neurosensory differences	30% 646	16% 345	15% 327	3% 57	1% 24	36% 776	2,175	1.10
The library's furniture is comfortable.	37% 815	32% 694	11% 250	6% 141	3% 76	9% 199	2,175	1.03
The library has enough space for the needs of the community.	42% 914	26% 566	9% 190	9% 189	5% 112	10% 211	2,182	1.01

Q6 What is the library's role in the community? Do you think the library should be involved in the following areas?

Answered: 2,126 Skipped: 607

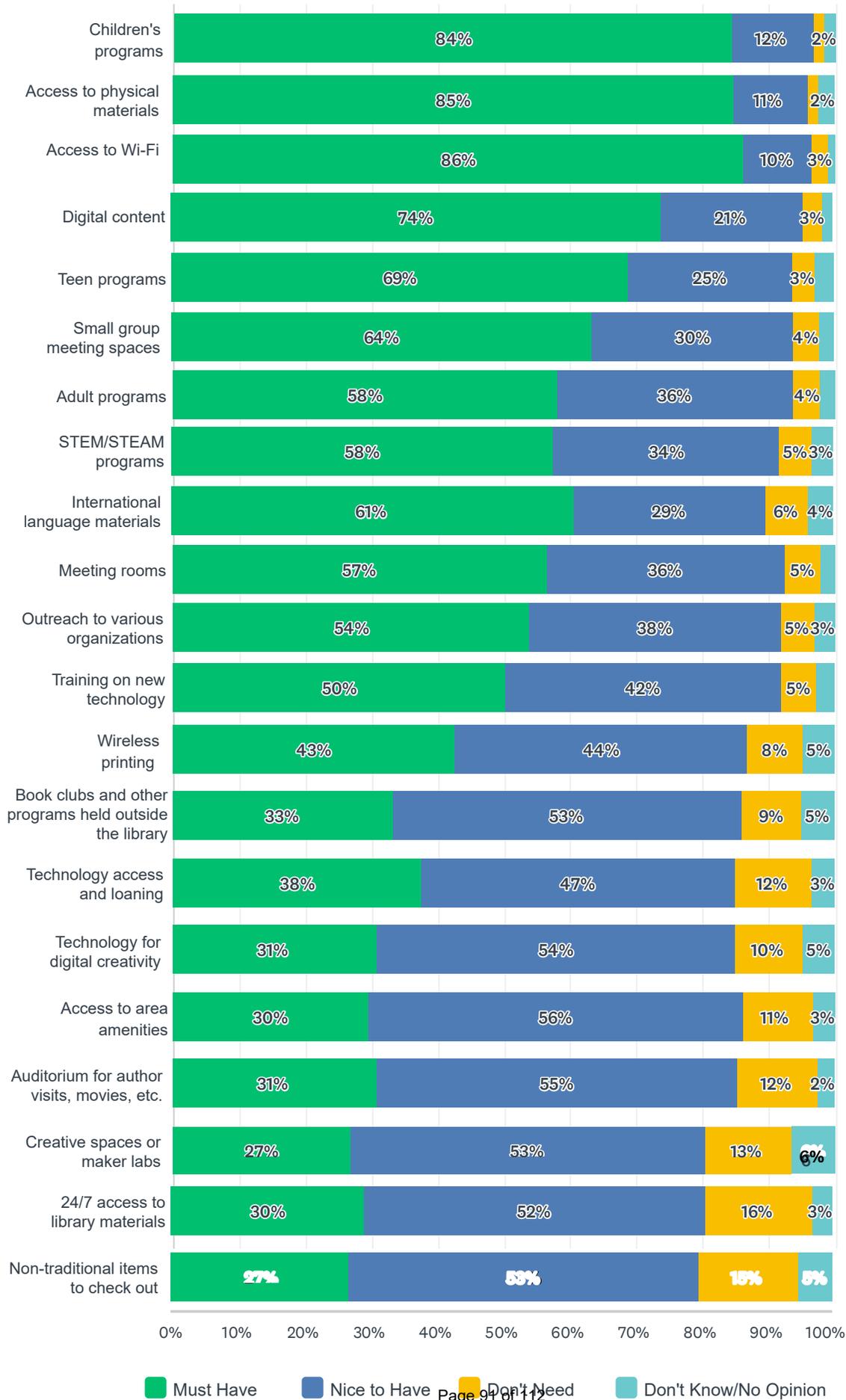


	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Promoting the value of reading and literacy (Summer Reading Program, book clubs, literacy activities)	88% 1,864	8% 164	2% 38	0% 8	1% 18	1% 24	2,116	1.84
Youth education support (school partnerships, summer reading programs, homework help)	78% 1,644	16% 336	3% 60	0% 7	1% 22	2% 44	2,113	1.73
Children and youth (services, activities, entertainment)	76% 1,595	16% 343	3% 73	1% 28	2% 33	2% 34	2,106	1.66
Teen and young adult (book clubs, gaming, volunteering)	72% 1,518	19% 406	4% 78	1% 23	1% 29	3% 54	2,108	1.64
Providing access to technology (computers, printing)	72% 1,530	20% 433	3% 70	1% 26	1% 28	1% 26	2,113	1.63
Life-long learning (financial and other life skills)	61% 1,282	27% 561	7% 144	2% 32	2% 44	2% 49	2,112	1.46
Technology instruction	58% 1,221	29% 618	7% 152	2% 32	2% 37	2% 44	2,104	1.43
Providing access to new/emerging technology	58% 1,235	28% 593	7% 142	3% 61	2% 34	2% 48	2,113	1.42
Culture and leisure	51% 1,083	29% 611	12% 245	3% 60	2% 47	3% 62	2,108	1.28
Community and civic purposes	50% 1,059	30% 628	11% 231	3% 55	3% 58	3% 69	2,100	1.27
Arts (arts displays, arts programming and classes)	48% 1,021	31% 661	12% 246	3% 64	3% 54	3% 61	2,107	1.24
Jobs and career support	46% 962	33% 688	12% 249	4% 76	2% 41	4% 81	2,097	1.22

Providing opportunities for creative pursuits	47% 980	33% 691	12% 246	3% 66	2% 52	3% 72	2,107	1.22
Connecting community members to social services	42% 880	31% 652	14% 287	5% 114	5% 99	3% 67	2,099	1.03
Services and programs for local businesses and entrepreneurs	31% 661	32% 679	21% 432	6% 131	4% 81	5% 115	2,099	0.86
Health and wellness activities and support	33% 693	33% 688	19% 391	8% 161	4% 92	4% 80	2,105	0.85
Offering programs and services outside of the library	29% 601	30% 621	23% 488	7% 148	5% 97	7% 140	2,095	0.76

Q7 Please rate the IMPORTANCE of the following library services.

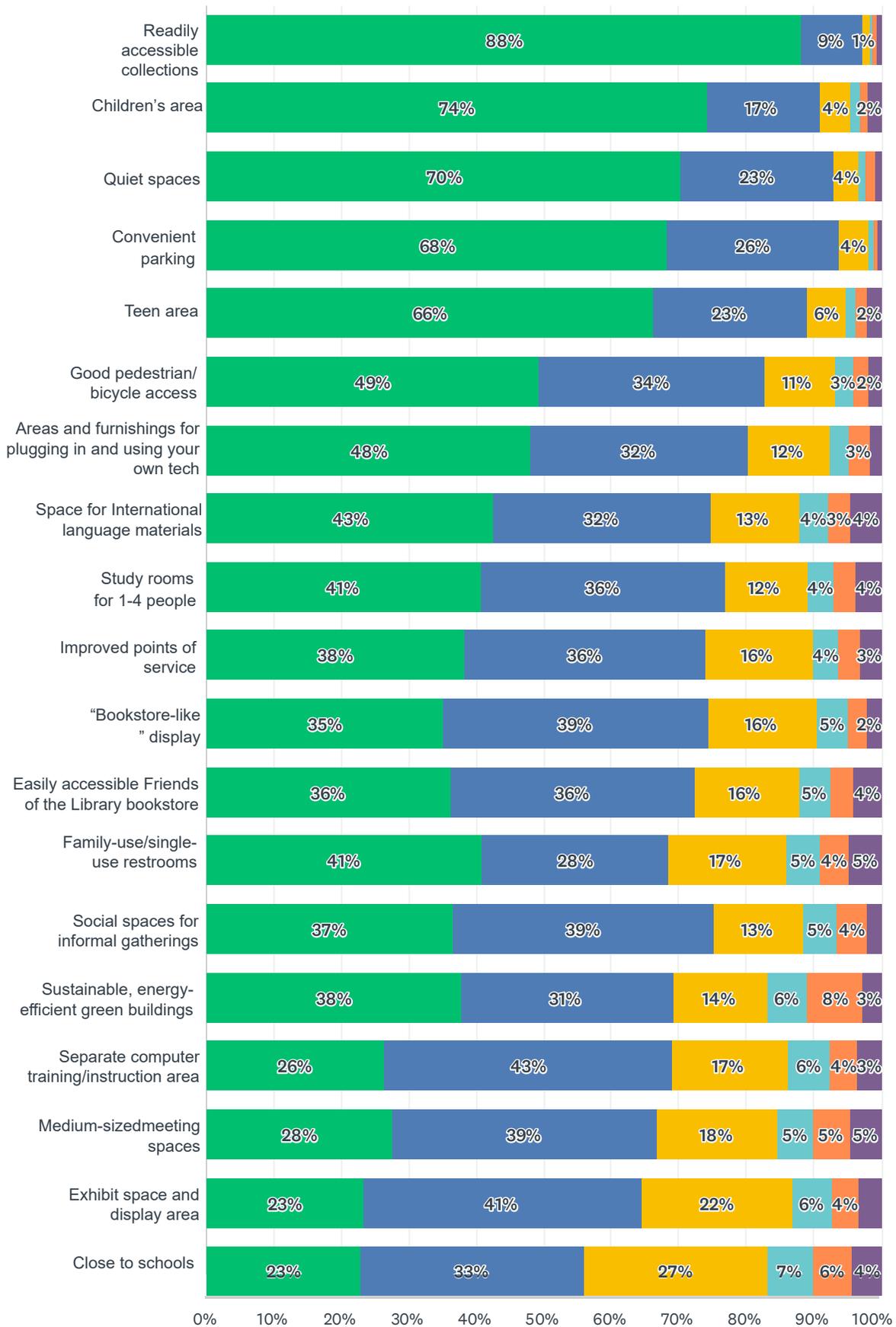
Answered: 2,064 Skipped: 669

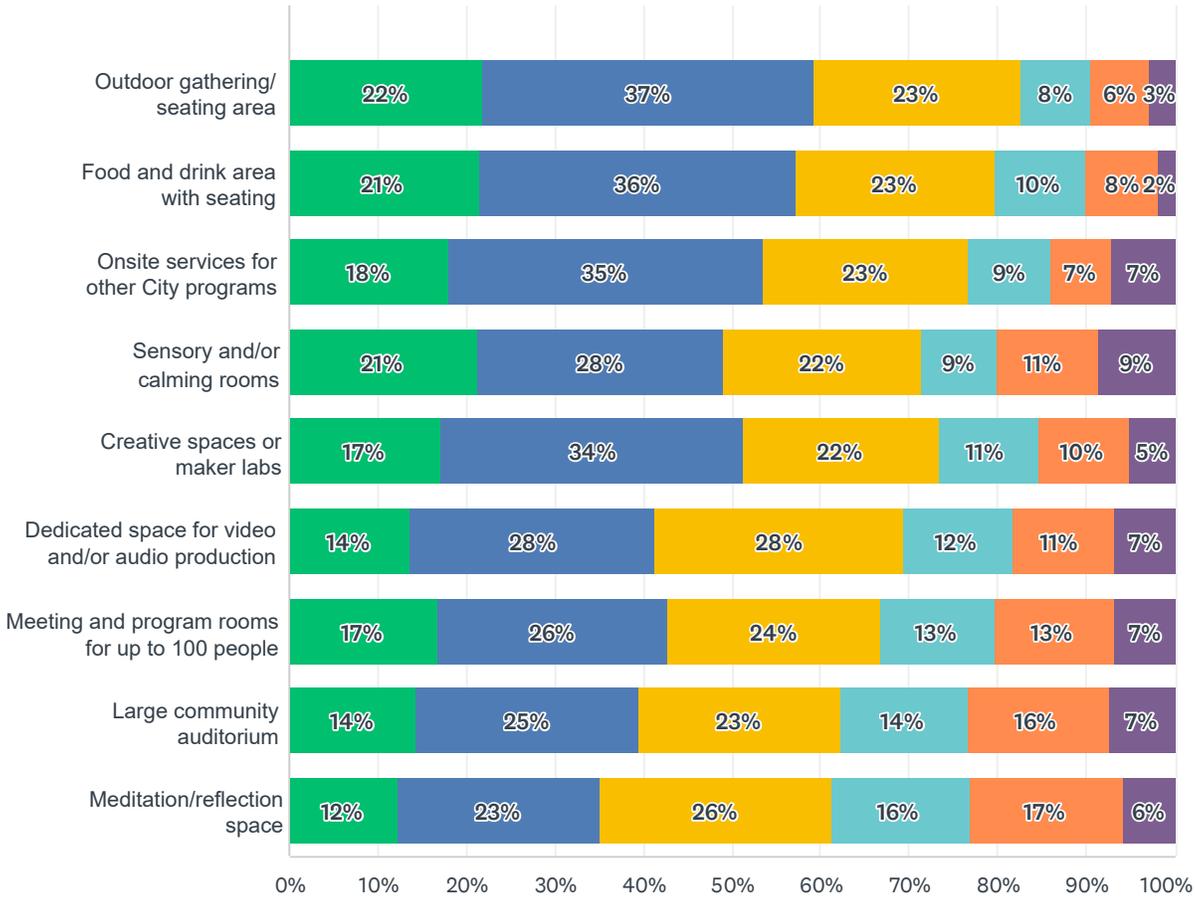


	MUST HAVE	NICE TO HAVE BUT NOT CRITICAL	DON'T NEED	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Children's programs (storytimes, reading programs, crafts, movies, etc.)	84% 1,724	12% 253	2% 32	2% 33	2,042	1.83
Access to physical materials for browsing and checkout	85% 1,731	11% 227	2% 36	2% 44	2,038	1.83
Access to Wi-Fi	86% 1,760	10% 214	3% 51	1% 15	2,040	1.82
Digital content (24/7 access to downloadable books, magazines, movies, etc.)	74% 1,514	21% 437	3% 55	2% 31	2,037	1.70
Teen programs (book clubs, crafts, movies, gaming, and social events, etc.)	69% 1,409	25% 506	3% 68	3% 55	2,038	1.64
Small group meeting spaces/study rooms (spaces to meet, learn, and collaborate)	64% 1,296	30% 621	4% 81	2% 40	2,038	1.57
Adult programs (classes, author talks, crafts, movies, cultural events, health, career etc.)	58% 1,187	36% 727	4% 81	2% 42	2,037	1.51
STEM/STEAM (Science, Technology, Engineering, Arts & Math) programs for youth and young adults	58% 1,174	34% 697	5% 97	3% 64	2,032	1.50
International language material and access for non-native English speakers	61% 1,239	29% 593	6% 129	4% 73	2,034	1.50
Meeting rooms (places for groups to gather, learn, and collaborate and support larger events)	57% 1,156	36% 735	5% 107	2% 43	2,041	1.47
Outreach to various organizations within the community (senior centers, schools, etc.)	54% 1,100	38% 773	5% 105	3% 59	2,037	1.45
Training on new technology, equipment, and software/apps	50% 1,027	42% 850	5% 109	3% 54	2,040	1.41
Wireless printing	43% 867	44% 900	8% 168	5% 97	2,032	1.27
Book clubs and other programs held outside of the library	33% 680	53% 1,073	9% 185	5% 98	2,036	1.16
Technology access and loaning (iPads, laptops, etc.)	38% 765	47% 964	12% 239	3% 65	2,033	1.15
Technology for digital creativity and production (Photoshop, video cameras, green screens, etc.)	31% 629	54% 1,105	10% 210	5% 95	2,039	1.11
Access to area amenities (check out guest passes to area museums, parks, concerts, etc.)	30% 606	56% 1,151	11% 220	3% 61	2,038	1.08
Auditorium for author visits, movies, etc.	31% 629	55% 1,117	12% 246	2% 51	2,043	1.07
Creative spaces or maker labs	27% 551	53% 1,088	13% 268	6% 127	2,034	1.01
24/7 access to library materials (in a vending kiosk, lockers for holds, pickup, etc.)	30% 602	52% 1,050	16% 329	3% 57	2,038	0.97
Non-traditional items to checkout (hotspots, musical instruments, STEM kits, tools, etc.)	27% 548	53% 1,074	15% 306	5% 99	2,027	0.97

Q8 Please rate the IMPORTANCE of the library facility features to you.

Answered: 1,963 Skipped: 770





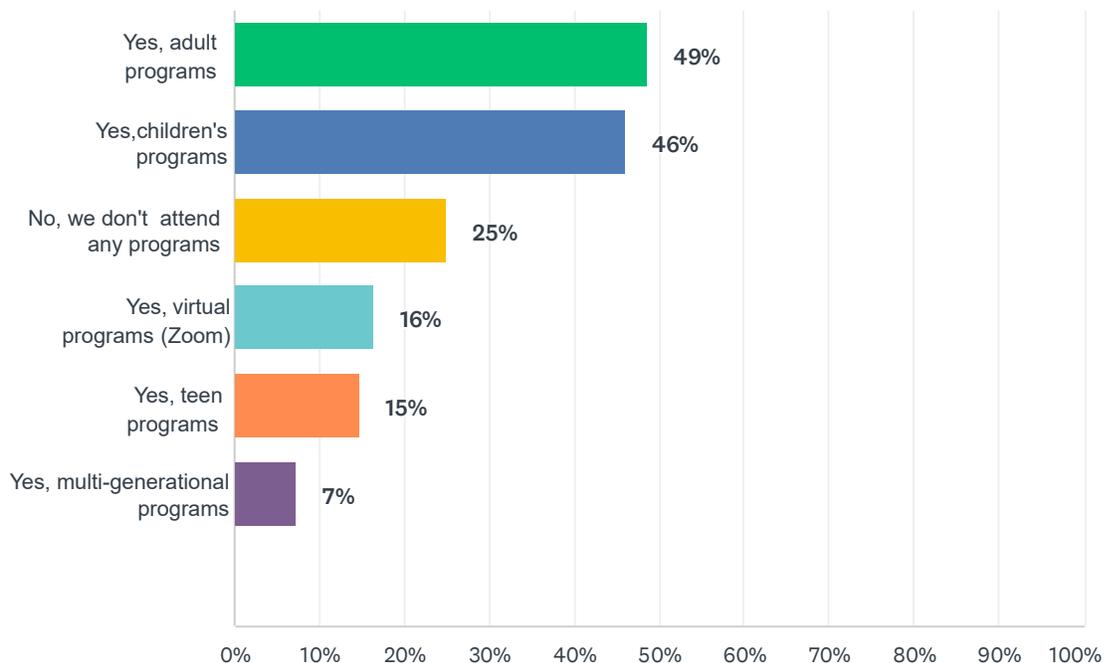
■ Extremely Important
 ■ Somewhat Important
 ■ Neither Important or Unimportant
 ■ Somewhat Important
■ Extremely Unimportant
 ■ Don't Know/No Opinion

	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	NEITHER IMPORTANT OR UNIMPORTANT	SOMEWHAT UNIMPORTANT	EXTREMELY UNIMPORTANT	DON'T KNOW/NO OPINION	TOTAL
Readily accessible collections of books and other materials	88% 1,718	9% 180	1% 23	0% 6	1% 13	1% 11	1,951
Children's area that supports development, literacy, play and imagination	74% 1,443	17% 326	4% 85	1% 27	1% 26	2% 35	1,942
Quiet spaces	70% 1,365	23% 438	4% 72	1% 21	1% 26	1% 16	1,938
Convenient parking	68% 1,324	26% 495	4% 81	1% 16	1% 12	0% 9	1,937
Teen area that supports literacy, collaboration, creativity and social connections	66% 1,283	23% 441	6% 110	1% 29	2% 32	2% 39	1,934
Good pedestrian/bicycle access	49% 951	34% 648	11% 203	3% 51	2% 44	2% 36	1,933
Areas and furnishings for plugging in and using your own technology	48% 934	32% 631	12% 233	3% 59	3% 60	2% 30	1,947
Space for International language materials	43% 822	32% 623	13% 250	4% 85	3% 63	4% 85	1,928
Study rooms for 1-4 people	41% 787	36% 700	12% 240	4% 75	3% 64	4% 70	1,936
Improved points of service (e.g. desk locations, self checkout, etc.)	38% 741	36% 690	16% 308	4% 73	3% 61	3% 60	1,933
"Bookstore-like" display for new and popular materials	35% 682	39% 759	16% 310	5% 91	3% 53	2% 40	1,935
Easily accessible Friends of the Library bookstore	36% 701	36% 700	16% 300	5% 89	3% 63	4% 81	1,934
Family-use/single-use restrooms	41% 789	28% 532	17% 337	5% 98	4% 82	5% 90	1,928
Social spaces for informal gathering and collaboration	37% 710	39% 745	13% 258	5% 96	4% 86	2% 40	1,935
Sustainable, energy-efficient, green buildings	38% 734	31% 610	14% 272	6% 114	8% 158	3% 52	1,940
Separate computer training/instruction area	26% 513	43% 825	17% 333	6% 119	4% 82	3% 66	1,938

Medium-sized meeting spaces for 10-30 people	28% 534	39% 760	18% 346	5% 102	5% 105	5% 88	1,935
Exhibit space and display area	23% 449	41% 795	22% 432	6% 114	4% 74	3% 63	1,927
Close to schools	23% 442	33% 636	27% 522	7% 130	6% 110	4% 84	1,924
Outdoor gathering/seating area	22% 423	37% 722	23% 448	8% 156	6% 124	3% 57	1,930
Food and drink area with seating	21% 415	36% 692	23% 436	10% 196	8% 158	2% 37	1,934
Onsite services for other City programs	18% 346	35% 678	23% 441	9% 181	7% 130	7% 136	1,912
Sensory and/or calming rooms	21% 412	28% 534	22% 429	9% 167	11% 220	9% 166	1,928
Creative spaces or maker labs (3D printers, laser cutters/etchers, sewing machines, etc.)	17% 334	34% 659	22% 430	11% 217	10% 197	5% 99	1,936
Dedicated space for video and/or audio/music production	14% 264	28% 537	28% 543	12% 241	11% 222	7% 132	1,939
Meeting and program rooms for up to 100 people	17% 325	26% 506	24% 465	13% 253	13% 261	7% 131	1,941
Large community auditorium	14% 273	25% 483	23% 440	14% 275	16% 304	7% 141	1,916
Meditation/reflection space	12% 239	23% 442	26% 504	16% 300	17% 338	6% 110	1,933

Q9 Have you or anyone from your immediate family attended programs at Troy Public Library? (check ALL that apply)

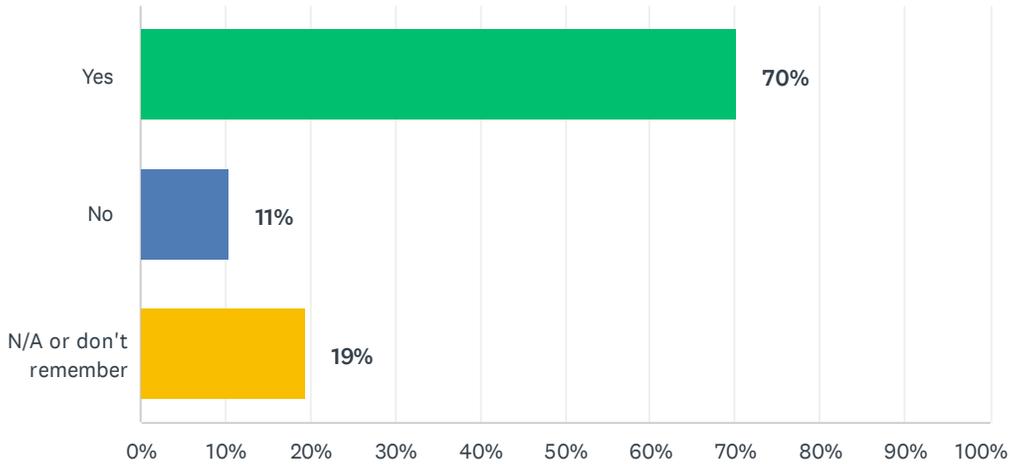
Answered: 1,966 Skipped: 767



ANSWER CHOICES	RESPONSES	
Yes, adult programs	49%	954
Yes, children's programs	46%	906
No, we don't attend any programs. If no, why not?	25%	492
Yes, virtual programs (Zoom)	16%	323
Yes, teen programs	15%	288
Yes, multi-generational programs	7%	144
Total Respondents: 1,966		

Q10 Do times for programs generally meet your needs?

Answered: 1,474 Skipped: 1,259

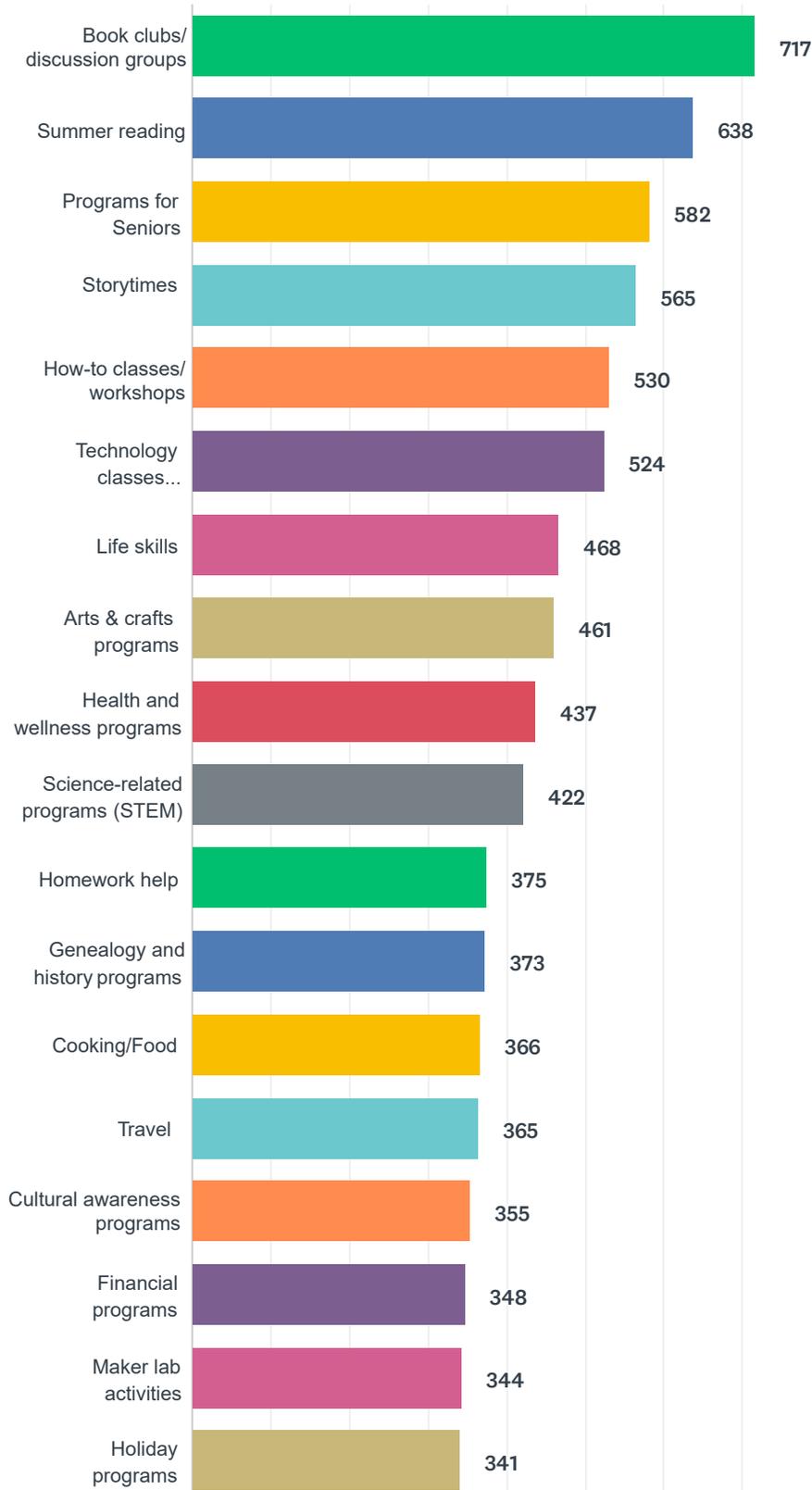


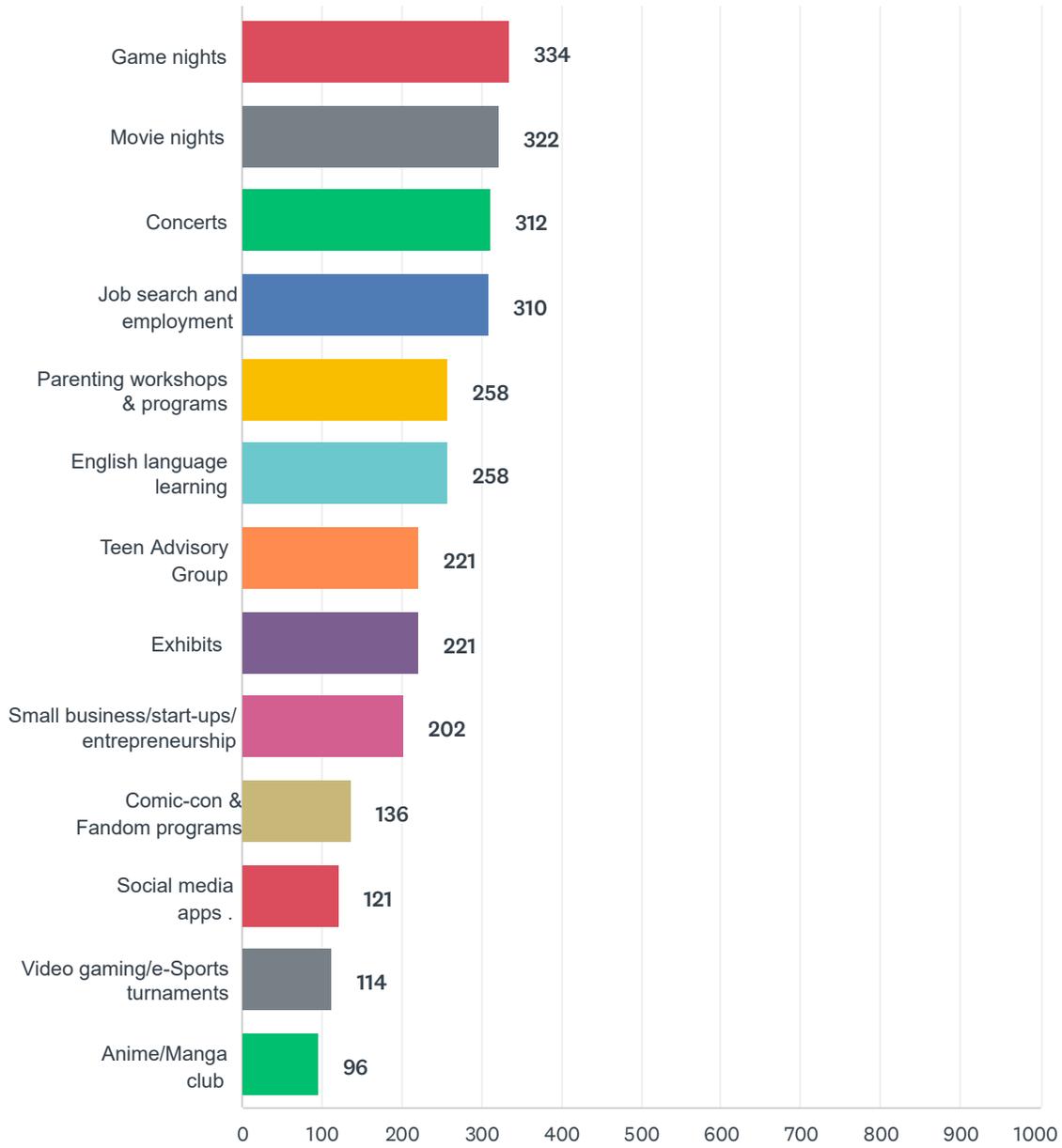
ANSWER CHOICES	RESPONSES	
Yes	70%	1,033
No	11%	155
N/A or don't remember	19%	286
TOTAL		1,474

IF YOU ANSWERED NO, WHAT TIMES ARE BETTER FOR YOU?	
<p>Afternoons</p> <p>Afternoons - 2:00 - 3:30 p.m. before the dinnertime chaos begins - shorter programs</p> <p>Afternoon times would work better. Morning times are not always feasible.</p> <p>Afternoons are better (2)</p> <p>2-4</p> <p>As stay at home mom, it's easier to have attend a program after noon</p>	<p>After school</p> <p>After school, not too late in the evening.</p> <p>Youth programs often start at 430pm. Our elementary school is a late start and doesn't get out until 4:07.</p> <p>After school programs are better for 3-4 year old with working parents</p> <p>Many children programs start at 430pm. Half of the Troy elementary school release at 4:07 and if riding a bus, you get home at 4:45. Would be helpful to offer 2 time slots for high demand programs.</p> <p>Times have t very often aligned with our preschool schedule, but my youngest will be in kindergarten so that will be irrelevant going forward.</p> <p>I'd love to see more after school opportunities during ng the school year and more youth programs during the day during the summer months.</p> <p>Late afternoons</p> <p>During school, after 3:30pm.</p>
<p>Mornings</p> <p>We go to the baby rhyme time and it's right in the middle of when babies that age typically nap. An earlier time, like 9 a would work better for most families.</p> <p>Baby story time after 11am. I was talking to other moms and a lot of us wake up our babies from a nap to be there at 10:30 am</p> <p>I love the times especially how you do most activities either in the</p> <p>I would like to see earlier children's programs.</p> <p>Earlier in the day (9am). A lot of programs seem to start at 10 or 10:30 which make it hard to attend due to needing to pick up older kids from preschool.</p> <p>As stay at home mom, it's easier to have attend a program during the morning when kids are at school.</p> <p>9-10:30</p>	

Q11 What types of programs would you like to see at the library? Please check your top five (5).

Answered: 1,475 Skipped: 1,258

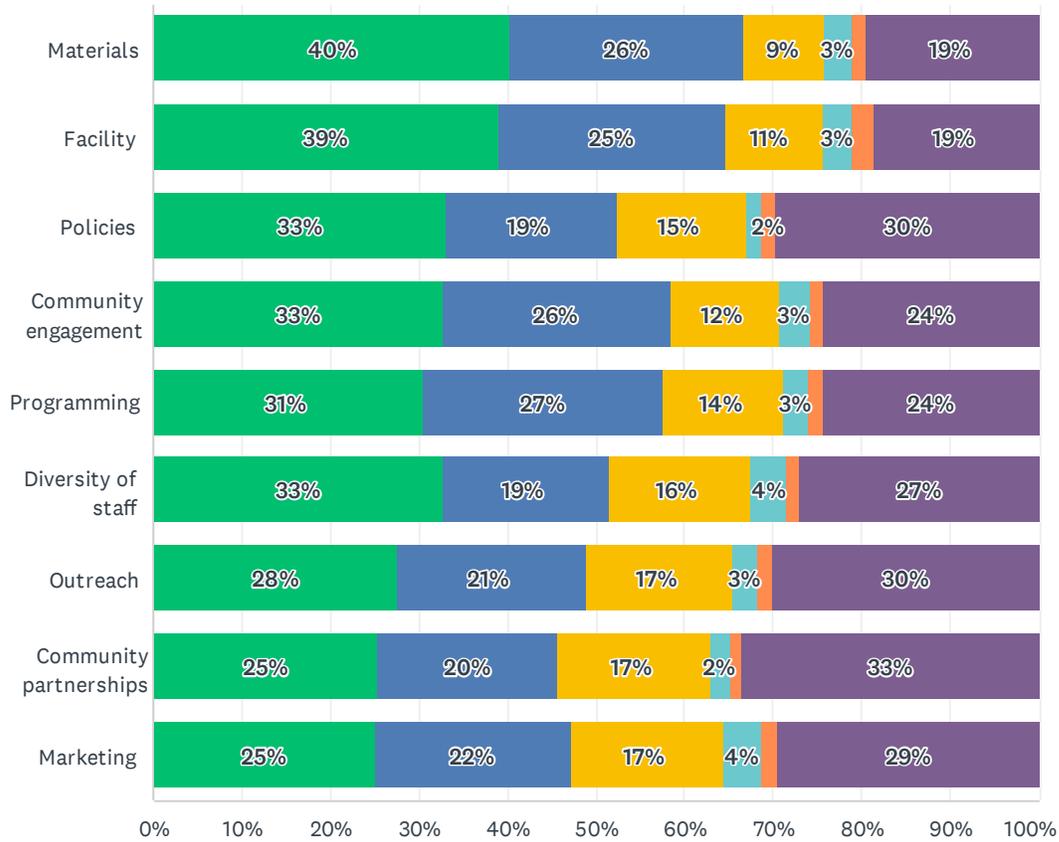




ANSWER CHOICES	RESPONSES	
Book clubs/discussions, author programs	49%	717
Summer reading	43%	638
Programs for Seniors	39%	582
Storytimes (baby, toddler, pre-school, foreign language)	38%	565
How-to classes/workshops (play guitar, gardening, make or fix things, etc.)	36%	530
Technology classes (computers, how-to for iPads, smartphones, tablets, e-readers, etc.)	36%	524
Life skills (parenting, financial literacy, adulting, etc.)	32%	468
Arts & crafts programs	31%	461
Health and wellness (fitness, self-defense, mindfulness, healthy eating, etc.)	30%	437
Science-related programs (STEM)	29%	422
Homework help	25%	375
Genealogy and history programs	25%	373
Cooking/Food	25%	366
Travel	25%	365
Cultural awareness programs	24%	355
Financial programs	24%	348
Maker lab activities (3D printing, sewing, robotics, coding, etc.)	23%	344
Holiday programs	23%	341
Game nights (board games, trivia, etc.)	23%	334
Movie nights	22%	322
Concerts	21%	312
Job search and employment	21%	310
Parenting workshops & programs	17%	258
English language learning (ELL) programs (Talk Time)	17%	258
Teen Advisory Group	15%	221
Exhibits	15%	221
Small business/startups/entrepreneurship	14%	202
Comic-con & Fandom programs	9%	136
Social media apps (Facebook, Instagram, Twitter, etc.)	8%	121
Video gaming/e-Sports/e-tournaments	8%	114
Anime/Manga club	7%	96
Total Respondents: 1,475		

Q12 For each of the following aspects of the library, please indicate whether you feel they are addressing your and the community's equity, diversity, and inclusion needs.

Answered: 1,621 Skipped: 1,112

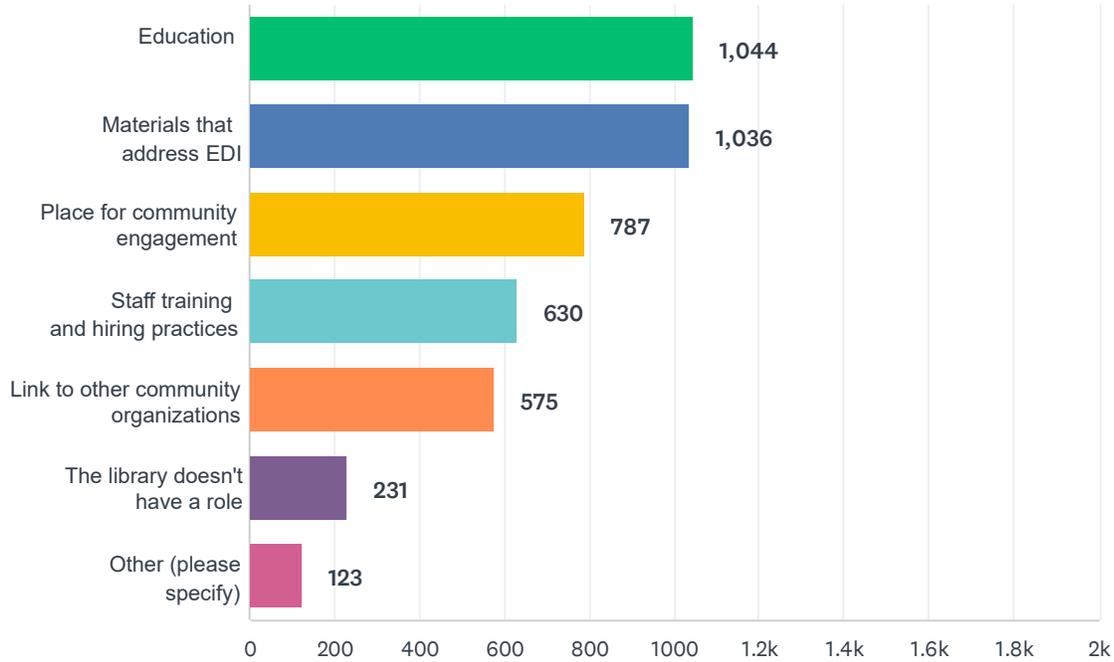


■ Strongly Agree
 ■ Somewhat Agree
 ■ Neither Agree or Disagree
 ■ Somewhat Disagree
 ■ Strongly Disagree
 ■ Don't Know/No Opinion

	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE OR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/NO OPINION	TOTAL	WEIGHTED AVERAGE
Materials	40% 648	26% 423	9% 148	3% 49	2% 26	19% 311	1,605	1.25
Facility	39% 627	25% 409	11% 180	3% 51	2% 38	19% 300	1,605	1.18
Policies	33% 530	19% 311	15% 234	2% 27	2% 26	30% 476	1,604	1.15
Community engagement	33% 525	26% 411	12% 197	3% 55	2% 25	24% 389	1,602	1.12
Programming	31% 489	27% 433	14% 218	3% 45	2% 25	24% 390	1,600	1.09
Diversity of staff	33% 525	19% 301	16% 258	4% 67	1% 21	27% 434	1,606	1.06
Outreach	28% 440	21% 343	17% 265	3% 45	2% 24	30% 482	1,599	1.01
Community partnerships	25% 405	20% 324	17% 279	2% 35	1% 22	33% 535	1,600	0.99
Marketing	25% 404	22% 353	17% 274	4% 71	2% 30	29% 471	1,603	0.91

Q13 What do you think is your library's main role in equity, diversity, and inclusion? (Please check ALL that apply.)

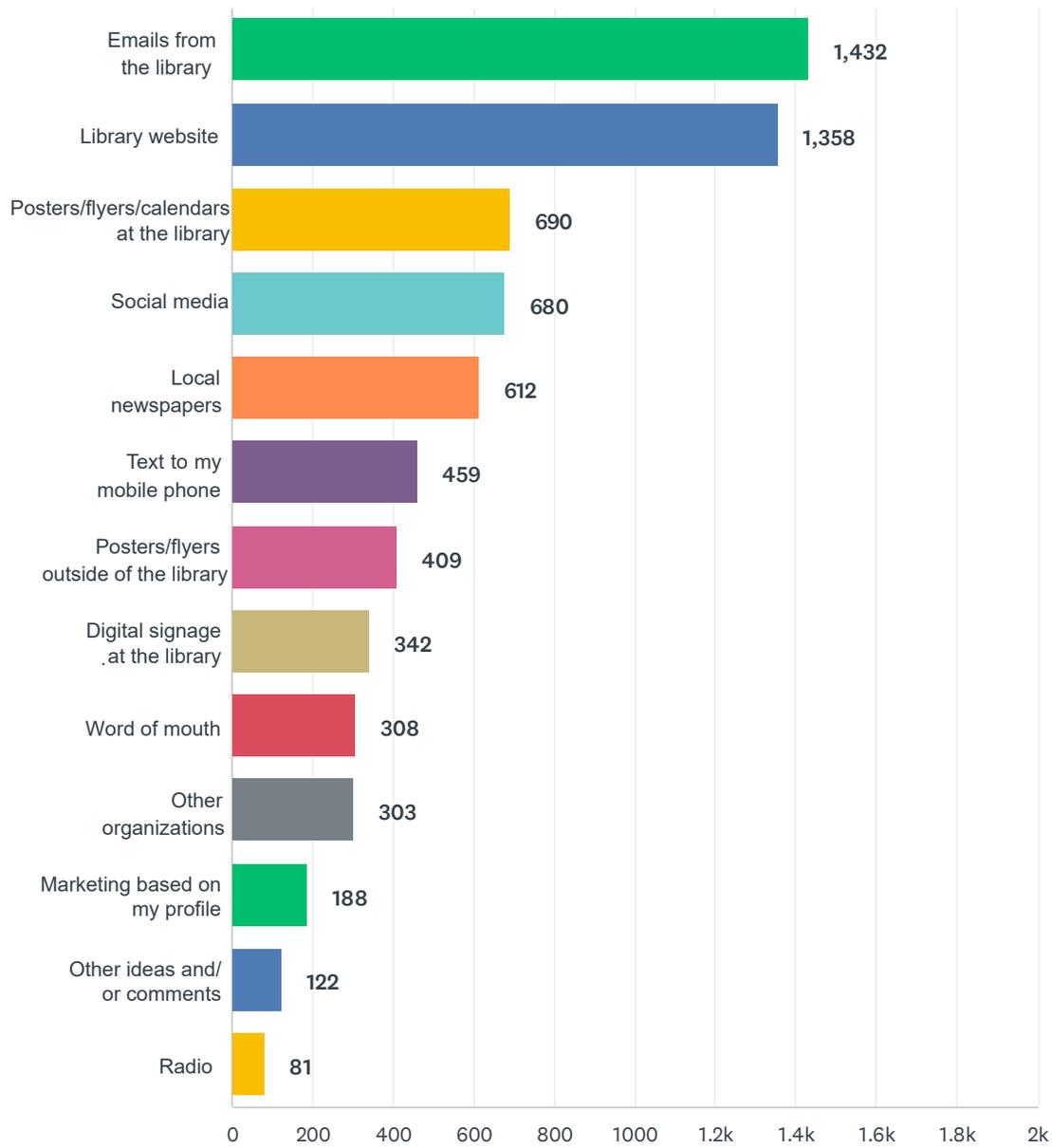
Answered: 1,627 Skipped: 1,106



ANSWER CHOICES	RESPONSES	
Education (e.g.: programs, speakers, distribution of information)	64%	1,044
Materials that address equity, diversity, inclusion, and social justice	64%	1,036
Place for community engagement	48%	787
Staff training and hiring practices	39%	630
Link to other community organizations and services	35%	575
The library doesn't have a role	14%	231
Other (please specify)	8%	123
Total Respondents: 1,627		

Q14 Please mark your preferred methods of finding out about library news and events. (check ALL that apply)

Answered: 1,888 Skipped: 845



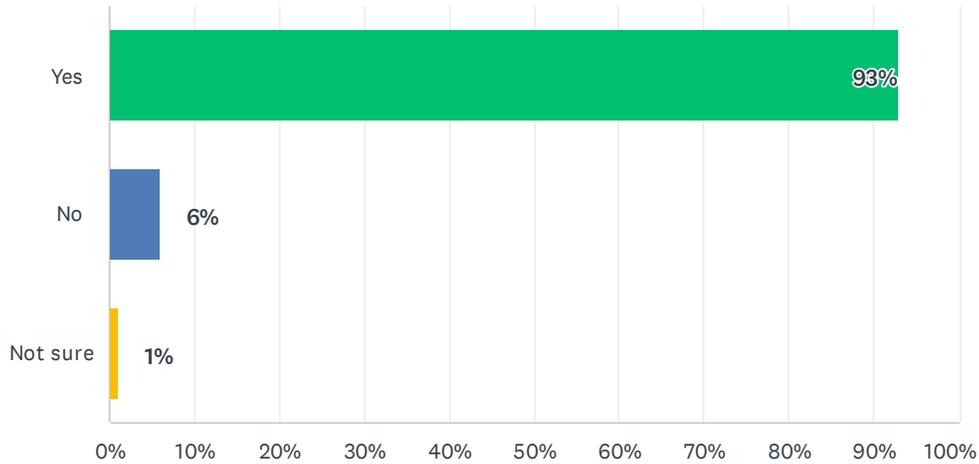
ANSWER CHOICES	RESPONSES	
Emails from the library	76%	1,432
Library website	72%	1,358
Posters/flyers/calendars at the library	37%	690
Social media (Instagram, TikTok, Facebook, Twitter)	36%	680
Local newspapers	32%	612
Text to my mobile phone	24%	459
Posters/flyers outside of the library	22%	409
Digital signage at the library	18%	342
Word of mouth (friends or neighbors)	16%	308
Other organizations (school districts, County)	16%	303
Marketing based on my profile, usage, and preferences	10%	188
Other ideas and/or comments:	6%	122
Radio	4%	81
Total Respondents: 1,888		

OTHER IDEAS AND/OR COMMENTS:

Other	Print/Digital Signage
Don't need anything sent	Catalogue for each season/sessions
Have a satellite center for TPL in East Troy	Having a physical community board would be cool! If there is one already I
I don't want to know anything about the library	I notice there are a lot of printed fliers. If they are consistently being used
i just go there	by visitor, that's great! But if they are going unused, please reduce paper
I just want to add: I LOVE that you are communicating through the	usage/wastage if possible. Please save paper and save trees. :-)
schools, especially the elementary schools in Troy. I also LOVE the	I once learned of a program from a poster in the library, which I read as I
monthly calendar print outs that you have on the wall ready for anyone to	I think that the library should do seasonal magazines. Clinton-Macomb
grab. I would just recommend: Sometimes I really want a 60 day outlook	Library newspaper
on kids events - just merge two months into one possibly. This way I can	Seasonal magazine from Troy that lists all activities and programs for
look ahead, reserve space on my calendar to help me attend a future	Troy.
event with my child. Sometimes, you don't have that next month's	Some type of newsletter. Monthly
calendar on display for patrons to grab and I really wish you had at least	Troy community bulletin? which is currently used
2 individual months always ready to grab.	Would be nice to have a monthly newsletter highlighting what was
It is pretty sad. You have lost me as a customer for several years now. I	upcoming
am a lifelong learner. In the past, borrowing from other libraries in the	Can we have more electronic displays instead of posters as a green
larger system has been awkward has had hiccups. The CD issue has not	initiative.
served me with the change to distribute the CD's throughout the stacks. Is	App/Social Media
the used bookstore open these days?	App will be good
No interest	Need a Troy Public Library App
None of the above. I go to the library when I want to check out a book to	TPL app
read.	WebApp would help
Not enough advance notice of events coming	Blogs from librarians - allow them to express themselves
nothing that costs money	I do not use social media or have a smartphone.
Perhaps regular info highlighting your many services. Maybe an open	Tv you're and videos sent about current events and future planning.
house with presentations by staff. More info regarding the Friends of	Twitter
Library	
Stop the DEI focus. Love your neighbor. Then it's all covered. No sex	Good Job/Good Idea
books.	These are all great ideas!
The core purpose of a library shouldn't have to be 'marketed'. Library	TPL does good job w/marketing & advertising programs
should charge for non-core services as they benefit few.	
The LAST thing I would want is to be interrupted by phone calls.	Staff/Advocates
The library misrepresents attendance and costs incurred. It should be	Mentioning programs by librarians at checkout. Just chat with
closed and use the community center and schools for their designed	customers/patrons more INSIDE the library
purpose.	People who work as representatives for the library ie. students working
Anyone who needs news about the library should go to the library, or read	for 12 maybe a scholarship or just volunteer experience
it in the newspaper	Senior advocate attending all programming ideas.

Q15 Do you have a Troy Public Library card?

Answered: 1,878 Skipped: 855

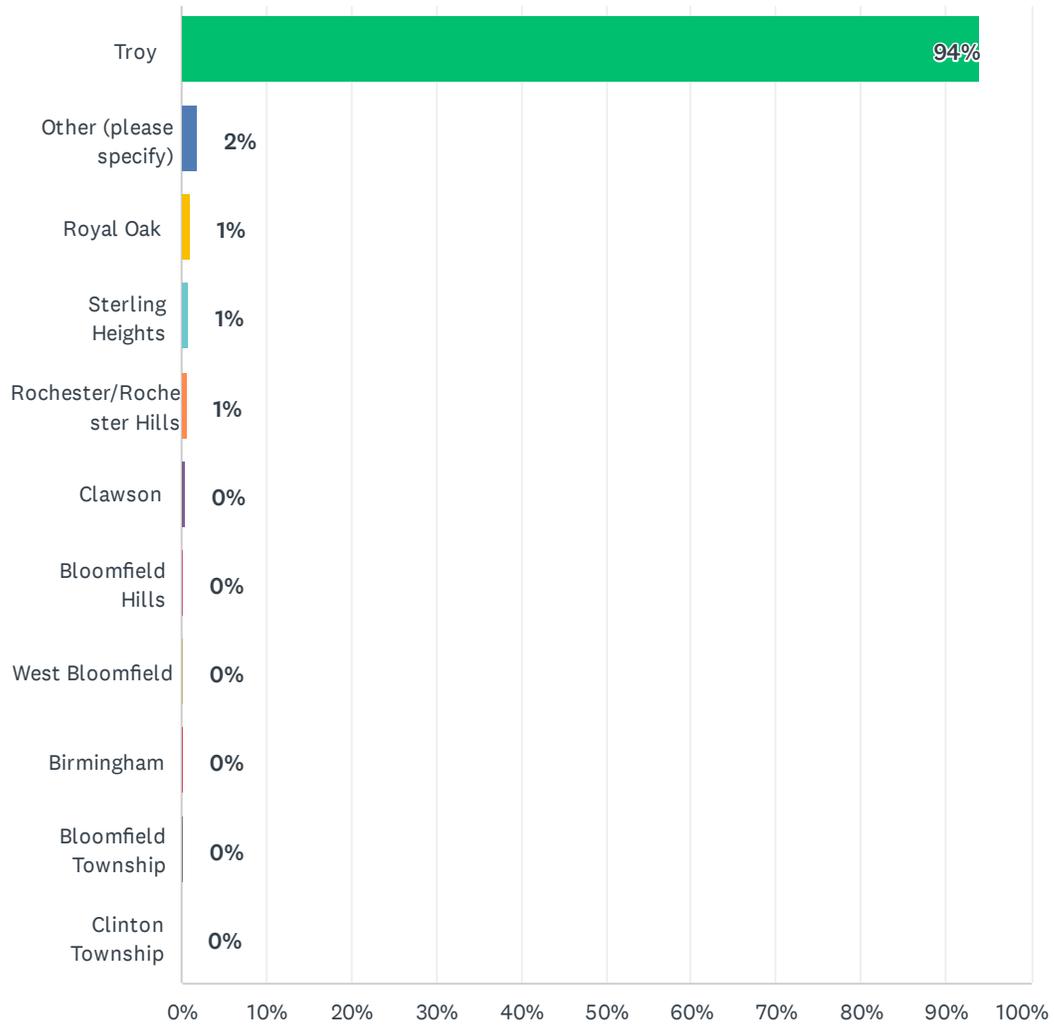


ANSWER CHOICES	RESPONSES
Yes	93% 1,746
No	6% 112
Not sure	1% 20
TOTAL	1,878

IF NO, WHY
via my home library card My kids reside there but I don't use my local library card Not Troy card Moved, used to have one
Use Clawson card I have a Blair Library card I have a rochester hills library card
I have a clawson library card that can be used at TPL, but it doesn't work with Libby
Cause I live in Royal Oak, I live in Royal Oak but always use the Troy library, Royal Oak card (3)
Not a resident (9) EXPENSE FOR NON RESIDENT I used me Waterford card. (I did have one some time ago, but things changed.)
Would like to but have Sterling Heights Library Card and last I knew one could not have both. I live in Sterling Heights
Haven't bothered to. Used library in our old community frequently when my children were small.
not 18 yet (2), I'm a teen I didn't know how to make it
I have it, but I understand that it needs to be updated from time to time. I find it annoying and it discourages me from using my card.
Expired (8), It expired and I haven't renewed, It expired! However I had a card for 35 years in Troy. expired and did not get a new one
I lost it though and can't get a new one :(, But I think I need to renew it, Yes, but not sure if it's active Lost
Dont know what is required of my employer to prove I work in TROY Haven't checked out a book in years
Spouse has one, we come together with kids, I use my wife's, Inactive husband has one, I use my mom's (2), My immediate family shares one. My family all checks out books under one library card, my mom's card. I am a very avid reader who loves to delve into new books and my entire family checks out books from the library very frequently.
got a digital card during Covid and never got a physical card. I signed up for one during COVID and then was told it had expired, and I needed to go to the library to fix it. I didn't feel comfortable going in person during the pandemic and decided it wasn't worth it.
I tried to apply online and wasn't able to tried to get one during Covid and was denied

Q16 In what city / community do you live?

Answered: 1,880 Skipped: 853

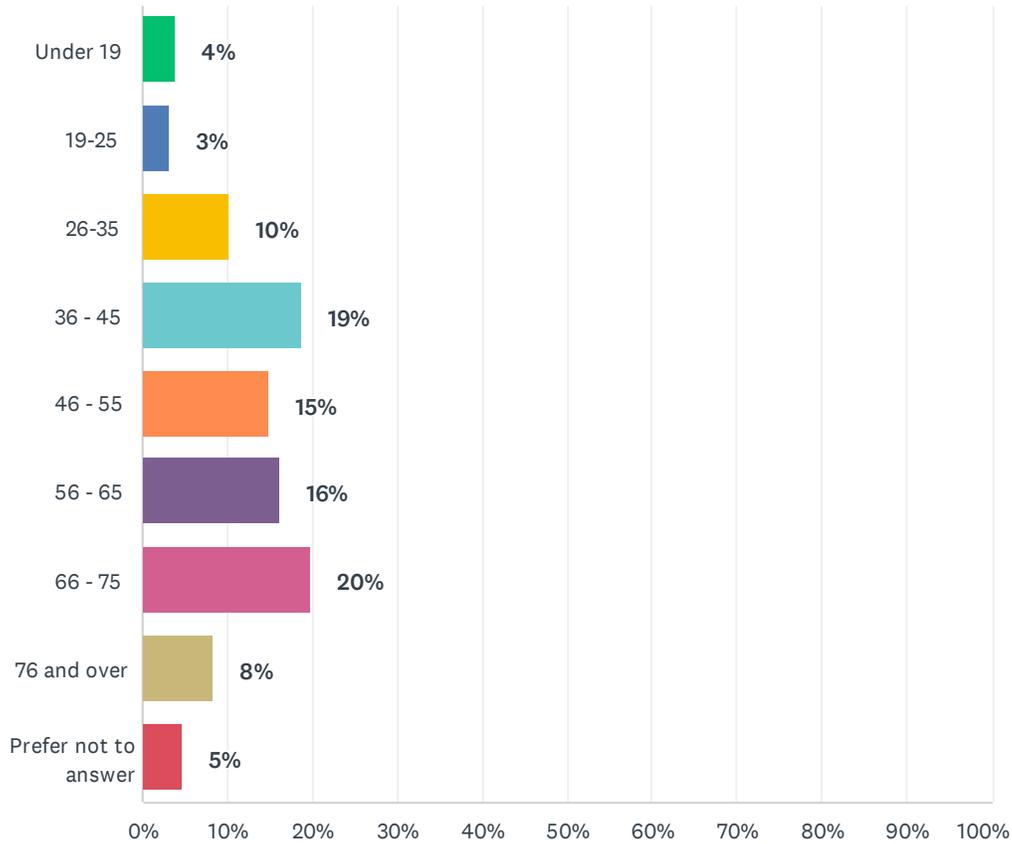


ANSWER CHOICES	RESPONSES	
Troy	94%	1,767
Other (please specify)	2%	36
Royal Oak	1%	22
Sterling Heights	1%	18
Rochester/Rochester Hills	1%	14
Clawson	0%	7
Bloomfield Hills	0%	4
West Bloomfield	0%	4
Birmingham	0%	3
Bloomfield Township	0%	3
Clinton Township	0%	2
TOTAL		1,880

OTHER (PLEASE SPECIFY)		
Detroit (3)		
Warren (5)		
Why does the Troy Library care about anyone other than Troy residents and taxpayers?!		
Prefer not answer		
Madison Heights (4)		
Southfield Michigan (2)		
Live in Sterling Heights (2)/Work in Troy		
Leonard		
Ferndale		
Auburn Hills (2)		
Huntington Wood		
Fraser		
Berkley (2)		
Macomb County		
Shelby Township		
Waterford (2)		
Washington Twp		

Q17 Your age

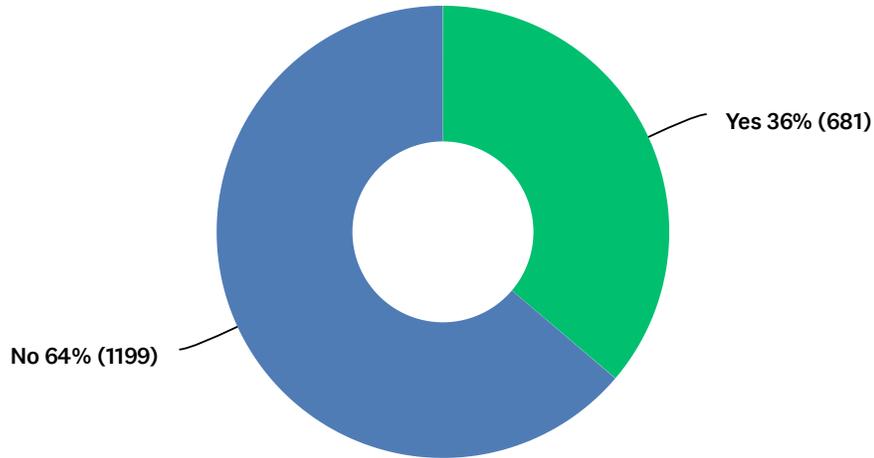
Answered: 1,879 Skipped: 854



ANSWER CHOICES	RESPONSES	
Under 19	4%	73
19-25	3%	60
26-35	10%	192
36 - 45	19%	353
46 - 55	15%	282
56 - 65	16%	304
66 - 75	20%	373
76 and over	8%	155
Prefer not to answer	5%	87
TOTAL		1,879

Q18 Do you have a child/children under 18 years old living in your household?

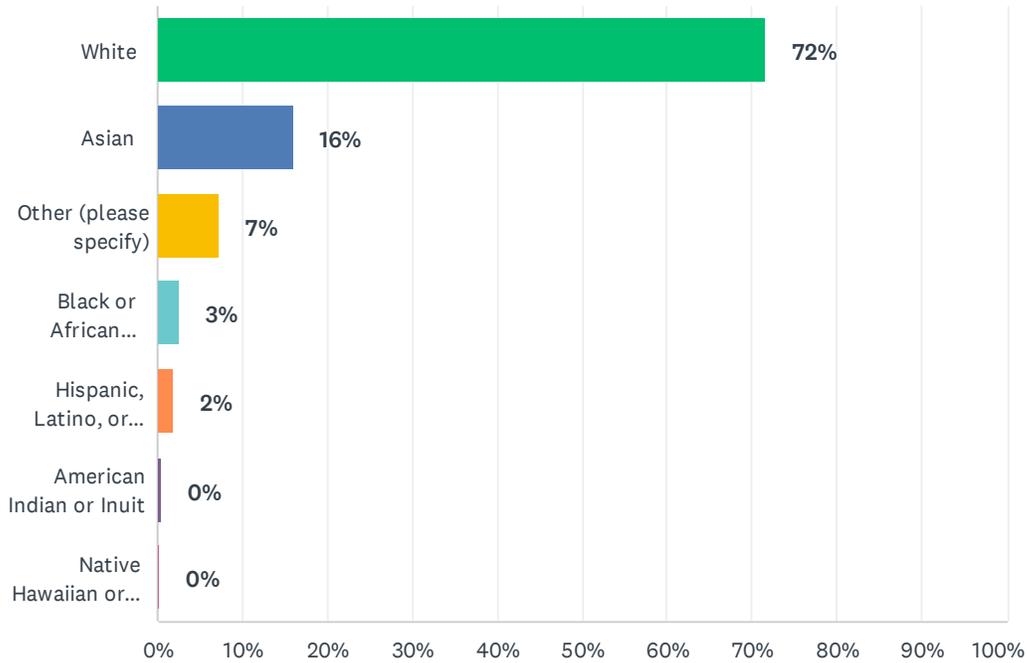
Answered: 1,880 Skipped: 853



ANSWER CHOICES	RESPONSES	
Yes	36%	681
No	64%	1,199
TOTAL		1,880

Q20 How would you describe yourself?

Answered: 1,827 Skipped: 906



ANSWER CHOICES	RESPONSES	
White	72%	1,310
Asian	16%	291
Other (please specify)	7%	133
Black or African American	3%	47
Hispanic, Latino, or Spanish	2%	35
American Indian or Inuit	0%	9
Native Hawaiian or other Pacific Islander	0%	2
TOTAL		1,827

OTHER (PLEASE SPECIFY)

Asian Indian (10), Indianan and American, South African Indian Southeast Asian, Indian American
 asian/white, Eurasian, Tamil

Middle Eastern (6), Middle Eastern (Chaldean) (3), Middle eastern/Arab (2), Middle Eastern/North African (MENA) (5) why isn't this an option?
 Lemko, Aramaic, French (2), East European White,, Czech, Uzbek, German & Italian

North African. African, African American and white, Black/Pacific Islander/Native American

Other (2), Person of Color, Mixed (2), Mixed Race Literate, interracial, Biracial- please don't use the "other" designation. It is "othering."

White/Native American, 7/8 White and 1/8 American Indian (probably Cherokee), My child is mixed too - Asian and Hispanic, 50/50, White(Mom) and Black(Dad), White hispanic (2)

prefer not to respond (15), Why does it matter?/Irrelevant (7) I thought you're a community library!!!, None of your business (4), This is none of your business and you shouldn't be asking

American (11), American - Human Race,

American - these categories are another attempt to divide us, when in truth most people are a mix of several ethnicities and backgrounds.

American mixed nationality, I'm an American with many cultures in my heritage,

What kind of racist morons came up with this question

Good ideas are good ideas. Thinking that knowing a person's sex age culture, etc is the wrong way to approach this problem solving.

I wonder why it matters. Responses are responses regardless of ethnicity, color of skin, culture, etc

I would love to know why the U.S. need to know this so much. It is often used agaisnt minorities.

human (5), Don't Mater what race we are we are all human, Human. Really? No one cares., XY human, a person

Because of DEI, I refuse to answer what the color of my skin is.

I never answer this kind of question

Why are you asking for my race? That's racism. I find this question irrelevant.

A Genuine U S Born American, Army Veteran Active in Musical Events, Playing in 3 Concert Bands and am 89 years old.

A Troy Resident.

Very interested long time tax payer and resident.