



In order to get more detailed public feedback, the library recently ran a survey of our users. Notice of the survey was in the Coldwater *Daily Reporter*, the library’s web site and social media feeds, and posted in all library branches with paper copies on the desk to take. We received 98 submissions: 52 online and 46 on paper.

In 2005 we also ran a survey, which we mailed to 2080 patrons. We received 480 responses then. We opted to just do online and in-library promotion this time around to keep costs down and speed up the process. We may want to consider mailing again for future surveys. There were more questions we wanted to ask, but we felt the survey was already long enough. In the future, maybe smaller, more frequent surveys focusing on a single area might be a good idea.

Of the 98 submissions received this time, these are the branches that patrons self-reported using:

Alganssee	2
Bronson	30
Coldwater	85
Quincy	11
Sherwood	2
Union Twp.	3

With such a small response rate, we should not try to draw any concrete conclusions, though we can still see trends. The majority of responses were from people who are regular library users. As you read through the results, a number of interesting items stick out. One of the most compelling to me is the importance of our diverse materials and services. At least 3/4 of respondents check out materials. About half use our library computers. About half use our library wireless Internet. About half do not have an opinion about—and are presumably not users of—our movie collection, about half do not use children’s or young adult materials, newspapers, audiobooks. It is hard to say where the overlap is with all those fifty-percents, but that they exist across so many categories tells me that our diversity is our strength.

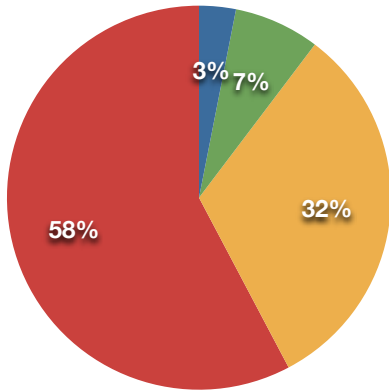
Other trends are clearer. Magazines and audiobooks are areas where our patrons would clearly like to see growth. Magazines have been one of the items we have had to cut way back during our lean budget times. We need to do a much better job promoting MeLCat, our online services, and our programs.

What follows are the results of our multiple-choice questions, followed by the answers given to the open-ended questions.

Submitted by

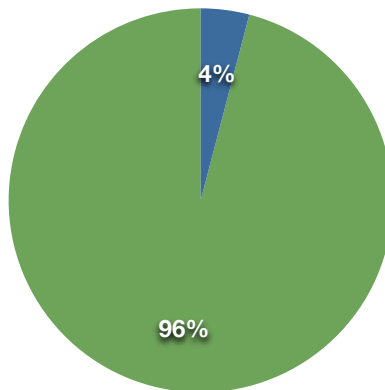
John Rucker

How often do you use the library?



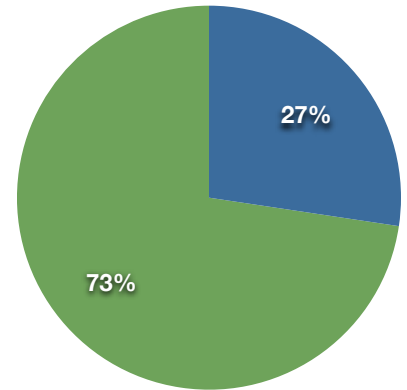
- Less than Once a Year
- At Least Once a Year
- At Least Once a Month
- At Least Once a Week

Do you have a library card?



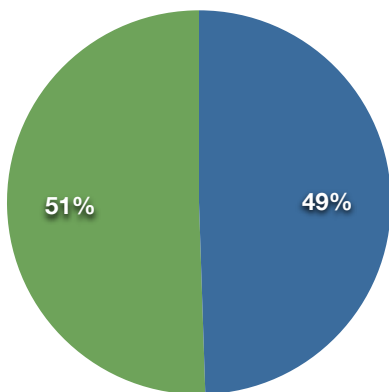
- No
- Yes

Do you ever get items from other BDL branches via our delivery?



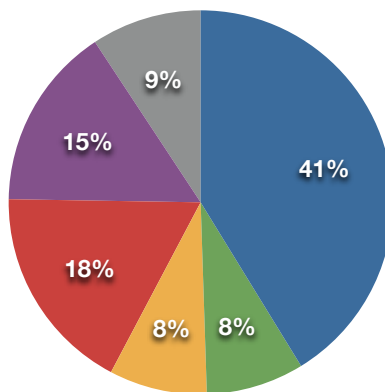
- No
- Yes

Do you ever get items sent to you from MeLCat?



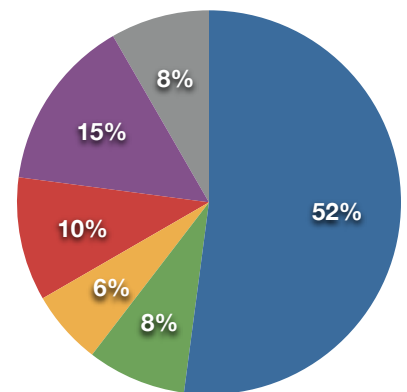
- No
- Yes

How often do you use library-provided computers?



- Never
- Less than Once a Year
- At Least Once a Year
- At Least Once a Month
- At Least Once a Week
- Almost Every Day

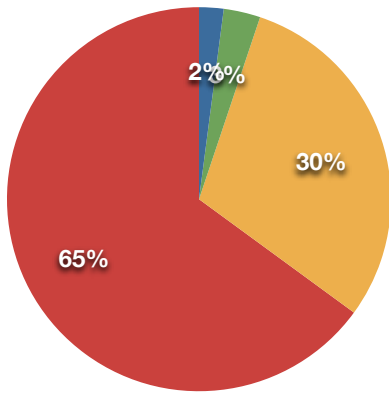
How often do you use our free library wireless Internet access?



- Never
- Less than Once a Year
- At Least Once a Year
- At Least Once a Month
- At Least Once a Week
- Almost Every Day

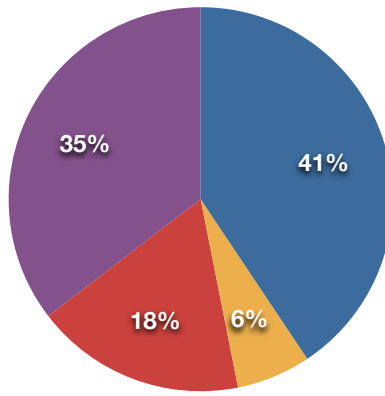
**How do you rate our:**

How do you rate the library overall?



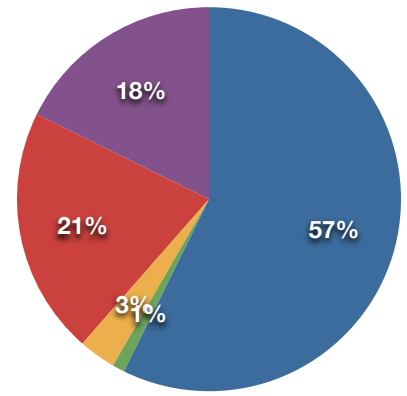
- Poor
- Adequate
- Good
- Very Good

Children's Books Collection



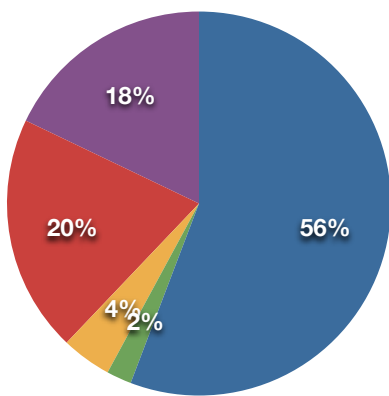
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Children's DVDs



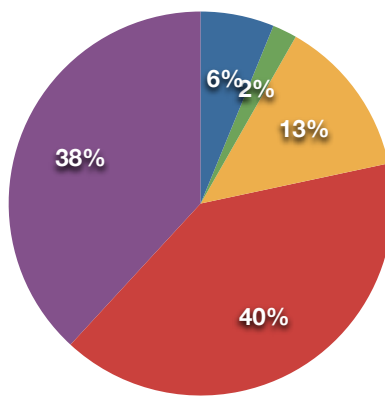
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Young Adults Books Collection



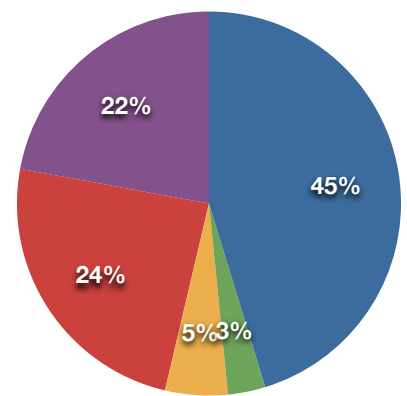
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Adult Books



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

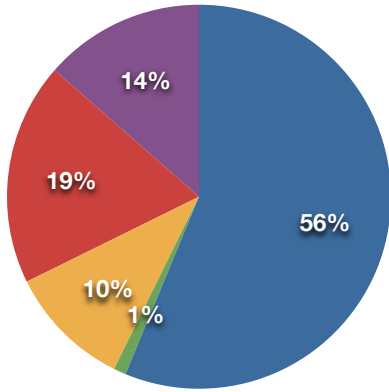
Adult DVDs



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

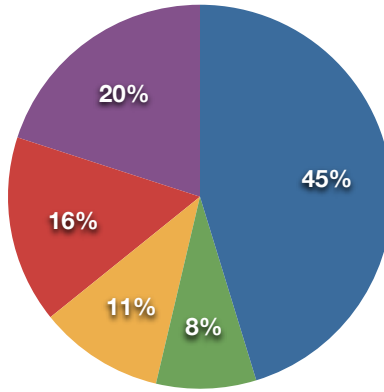
**How do you rate our:**

**Audiobooks on CD**



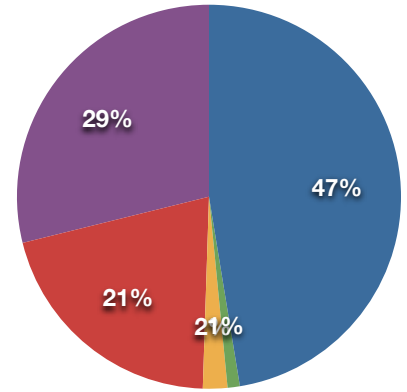
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

**Magazines and Newspapers**



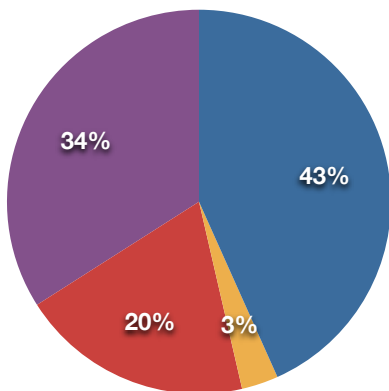
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

**Wireless Internet Access (WiFi)**



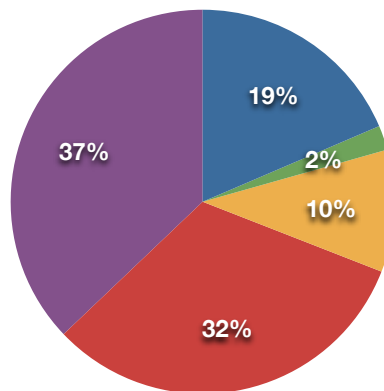
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

**Library Computers**



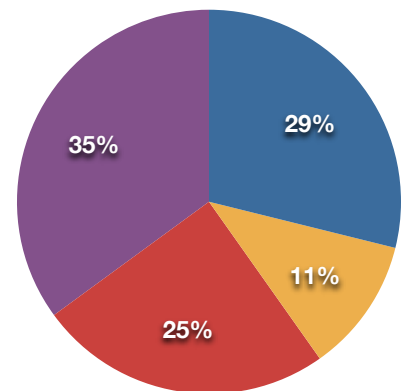
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

**Library Web Site**



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

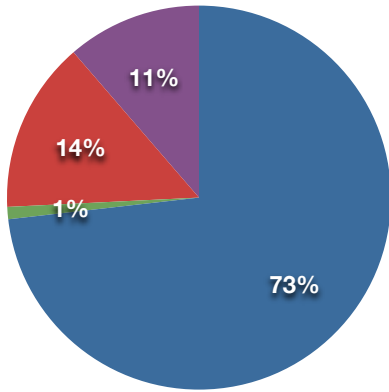
**Library Online Catalog**



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

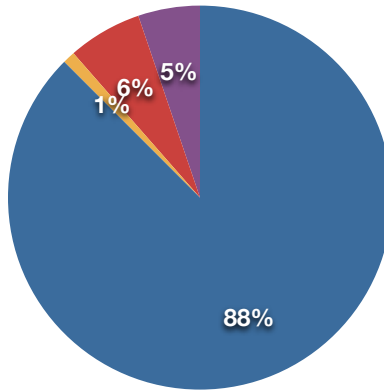
**How do you rate our:**

OverDrive



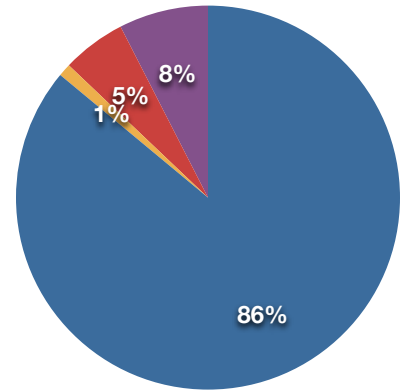
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Mango Languages



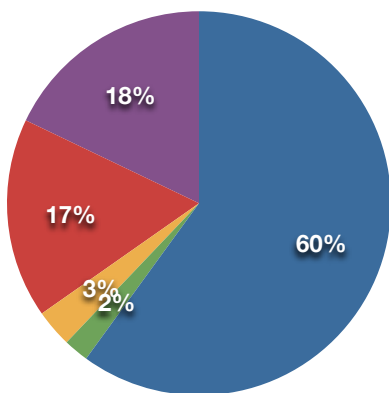
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Tumblebooks



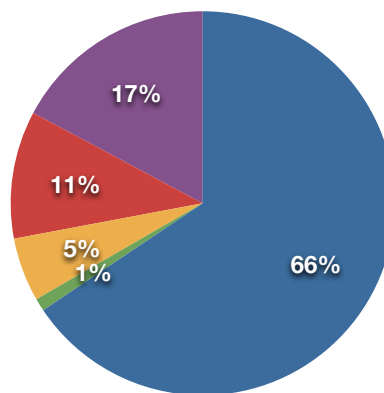
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Social Media



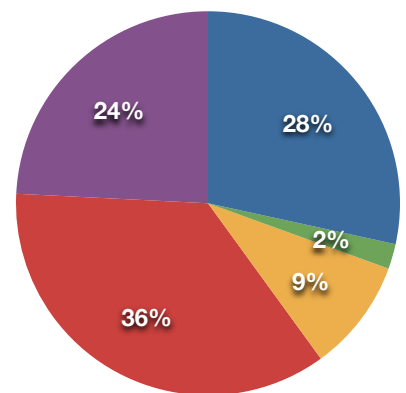
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Computer Help



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

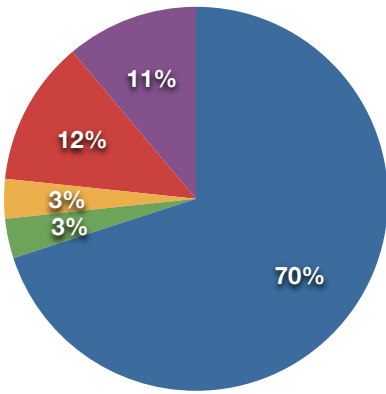
Adult Programming



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

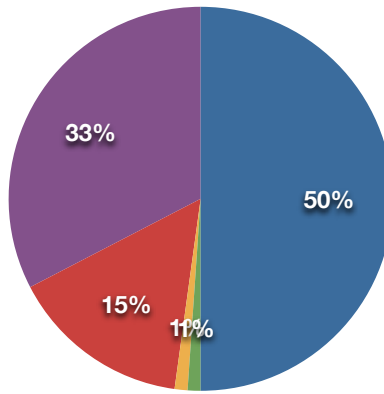
**How do you rate our:**

Teen/Tween/  
Young Adult  
Programming



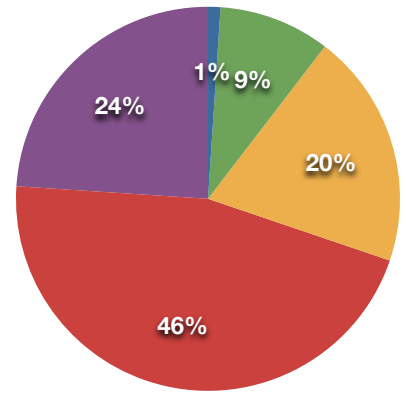
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Children's  
Programming



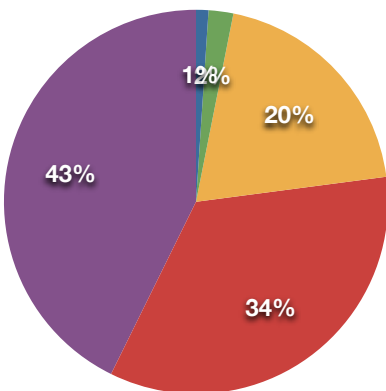
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Convenient  
Open Hours



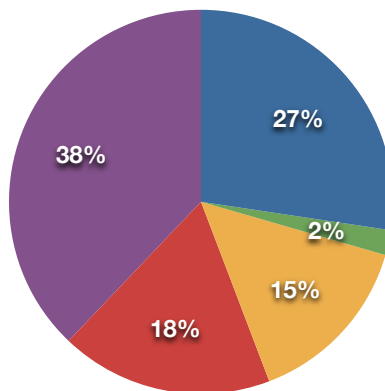
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

General Building  
Conditions



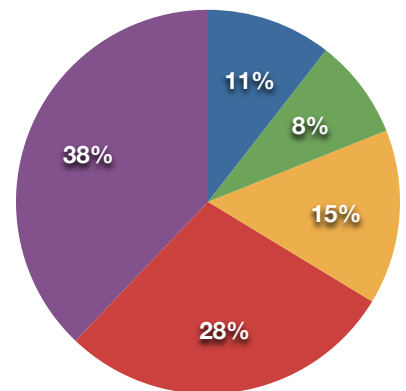
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Disabled  
Accessibility



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

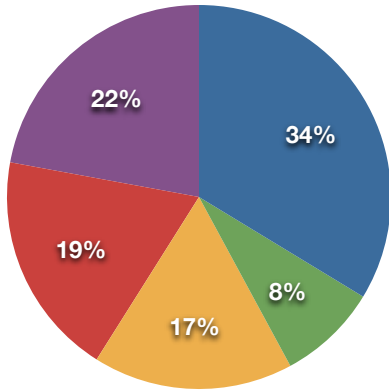
Restrooms



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

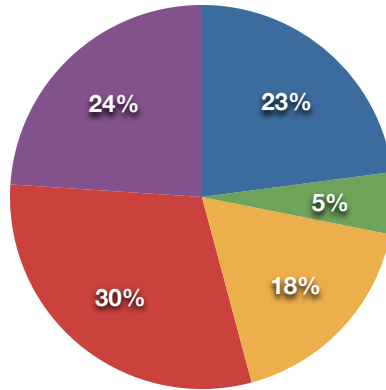
**How do you rate our:**

Meeting Space



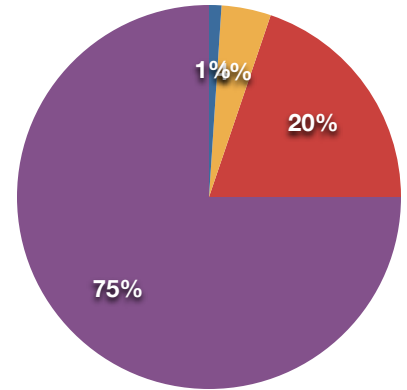
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Study Space



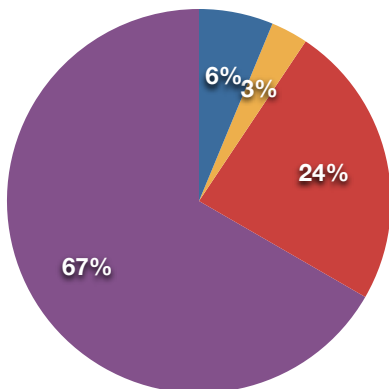
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Are staff friendly in person?



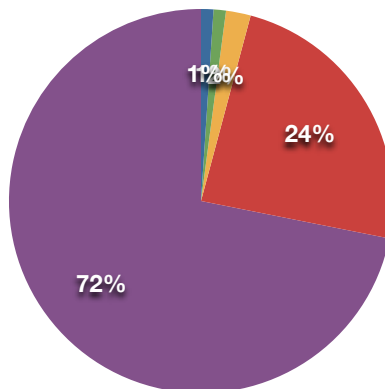
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Are staff friendly on the phone?



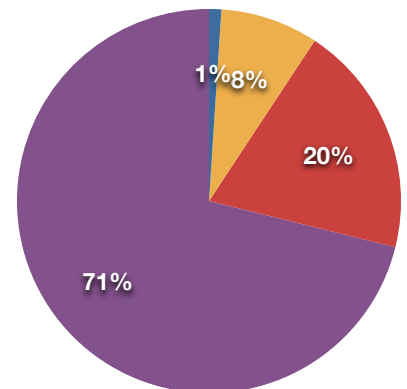
- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

Do staff help you promptly and efficiently?



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

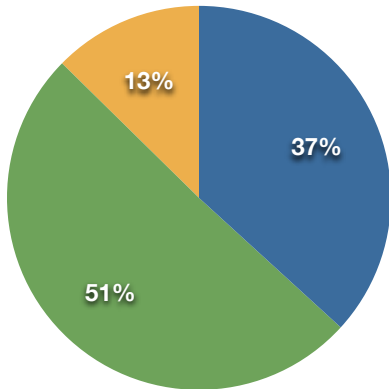
Are staff able to answer your questions?



- Don't Know / N/A
- Poor
- Adequate
- Good
- Very Good

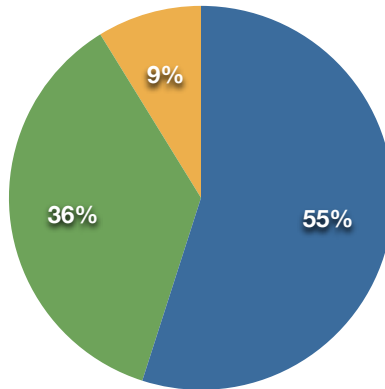
**The Library  
Should...**

Open earlier



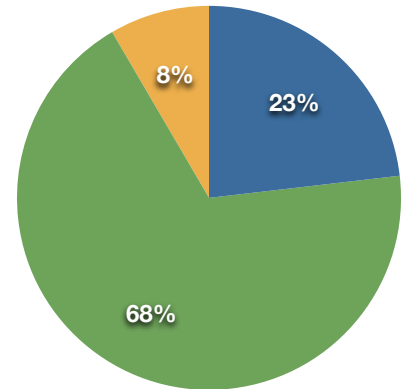
- Yes
- No
- Don't Know / Don't Care

Open later



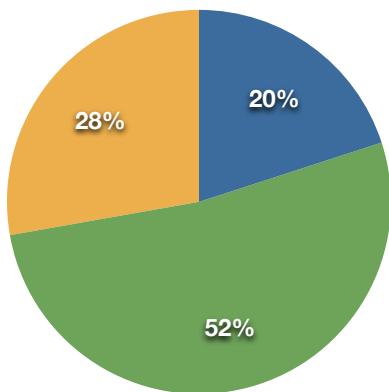
- Yes
- No
- Don't Know / Don't Care

Open Sundays



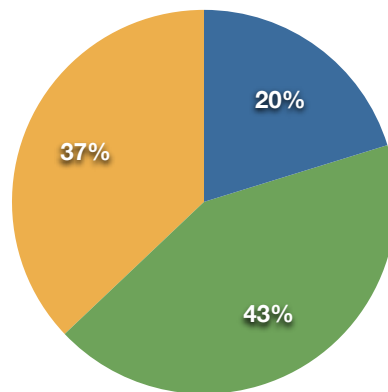
- Yes
- No
- Don't Know / Don't Care

Have more study  
space



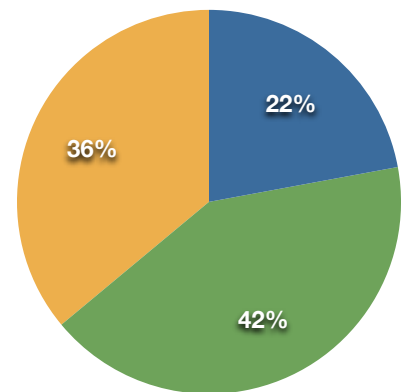
- Yes
- No
- Don't Know / Don't Care

Have more  
meeting space



- Yes
- No
- Don't Know / Don't Care

Do more kids'  
programming

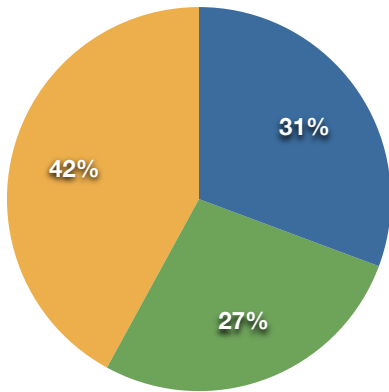


- Yes
- No
- Don't Know / Don't Care



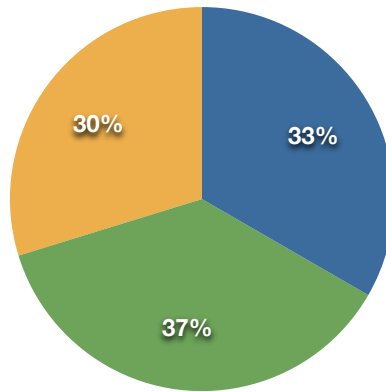
**The Library Should...**

Do more YA programming



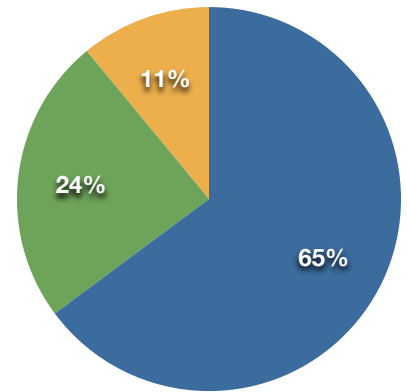
- Yes
- No
- Don't Know / Don't Care

Do more adult programming



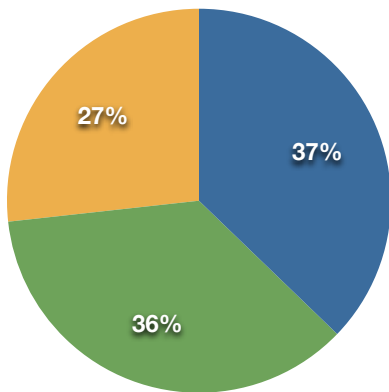
- Yes
- No
- Don't Know / Don't Care

Buy more books



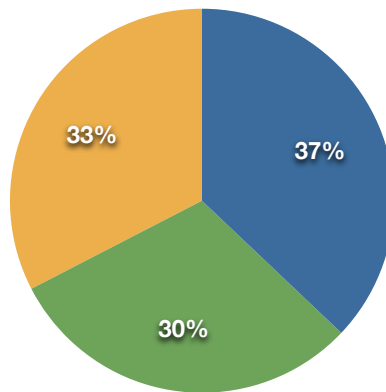
- Yes
- No
- Don't Know / Don't Care

Buy more movies



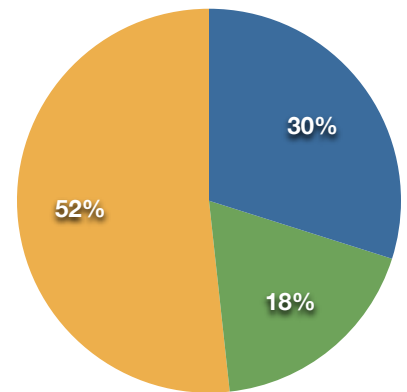
- Yes
- No
- Don't Know / Don't Care

Buy more CD Audiobooks



- Yes
- No
- Don't Know / Don't Care

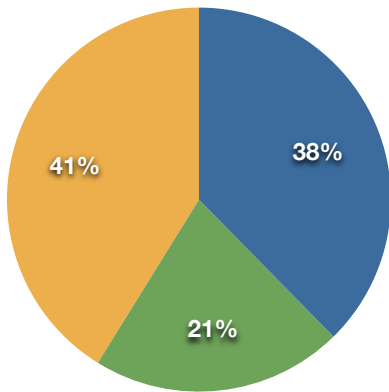
Increase OverDrive and similar



- Yes
- No
- Don't Know / Don't Care

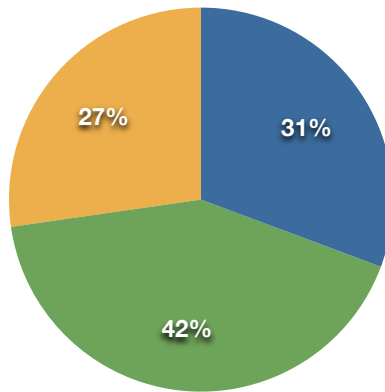
**The Library Should...**

Buy more online databases



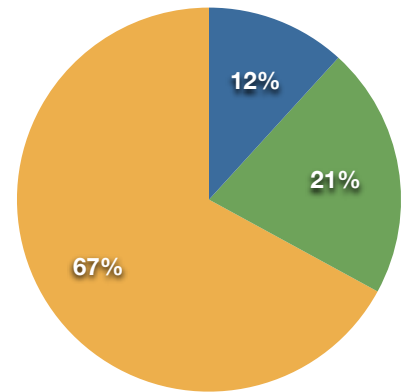
- Yes
- No
- Don't Know / Don't Care

Have more computers



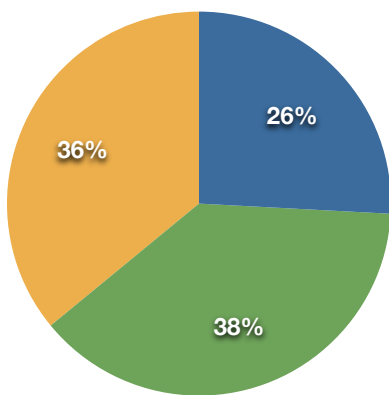
- Yes
- No
- Don't Know / Don't Care

Host a makerspace



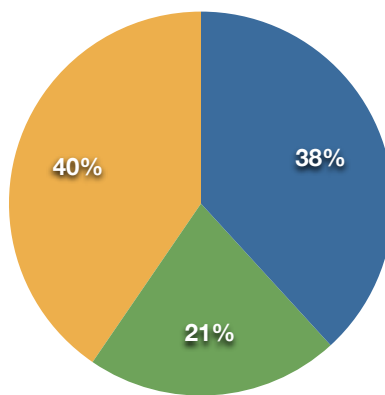
- Yes
- No
- Don't Know / Don't Care

Circulate ereaders/tablets



- Yes
- No
- Don't Know / Don't Care

Allow mobile printing



- Yes
- No
- Don't Know / Don't Care

## OPEN-ENDED COMMENTS

*Note: Every comment we received is presented below, with no changes to the submitted spelling, grammar, etc. To help put the comments in context, the branches reported used by the patrons will be in brackets after their comments: [ABCQSU]*

### Comments About Our Collections

1. Current best sellers are readily available at our libraries. We are fortunate to have Young Adult series books available to not only young adults, but also for our adult readers who struggle with comprehension. Excellent selection. [CQ]
2. Historical data and collections, not even included in this section, why? [C]
3. The lack of classics a serious weakness. I know they can be inter loaned but that doesn't meet the need for frequent, ready access. Very few magazines of interest still available. [C]
4. would love to see more children's videos and children's books on cd it does not seem like there are very many new ones added to the collections.  
Also- would love to see a checkout program for kids toys, puzzles, games, and adults games too. Maybe even a checkout program for kids e-readers like v-tech mobi go and v-readers  
  
Also would love to see text alerts when books are in via phone calls  
And would be great to be able to pick when you want books etc. to avoid a bunch arriving at once...like I would like this item ASAP or fill in date. [BC]
5. Would like to see the return of some of the publications that were cut due to budget cuts. [BC]
6. I love it when you get in the new books. I like the old ones too. [C]
7. Would like popular women's magazines. [BC]
8. I would use a more extensive collection of audiobooks, downloadable to I-pad, either through Woodlands Cooperative or directly from BDL. I would like to see more audio non-fiction, particularly history available. [C]
9. Adding music section will be great. [C]
10. Could use some new Audiobooks on CD. [C]
11. You have cut back on mags. [CQ]
12. Why would anybody need the library, the world has the internet. Everything you could ever want or need can be found on the internet. I say do away with all libraries and save the property tax payers considerable money. [C]

13. I would like to see magazines back. I often checked them out and felt they were very beneficial. They are not like searching the Internet for a particular item. They open your world up to things you didn't know or think about. [C]
  14. Need more magazines, used to have plenty more, sparse now. [C]
  15. Not enough non-fiction audiobooks on CDs. [BC]
  16. Algansee has a great variety of choices & resources, with a very friendly & helpful librarian. This library is an awesome treasure of information! [A]
  17. would like to see more movies [BC]
  18. Dumbed down [B]
  19. We have donated Air & Space magazine to you but don't use the magazine section ourselves. Tom has let the local pilots' club know it is there. [CQ]
- 

### Comments About Our Technology

1. Love, love, love Overdrive. It is the only way my Kindle gets used. We are blessed to have the computers available for our students. [CQ]
2. would like to see movie preivews when looking at movies. Would also like to see movie ratings more prominatly displayed

would like more library events published on facebook etc. would also love to be able to get texted when new library events are scheduled. I attend events and the only way I ever find out about them is when I happen to see a sign when I'm actually at the library. But I don't get to go to Coldwater or Bronson all the time so it would be nice to have an alert or e-mail system that we can sign up for as I would go to all the events!!

Also- it does not seem like ONE library system but a bunch of individual libraries. Would be nice if there was more of a unified approach to events, programs, etc. [BC]

3. I have often thought about scheduling an appointment for some computer help/training. [C]
4. Computers are slow. [BC]
5. I would like to see the additional millage funds used to assure the technology available through BDL remains up to date and expands. [C]
6. I know several hundred people and I asked all that I could if they ever used the library, not one person did. They all used the internet. If the voter turn out would have been better you would not get the millage you got. We don't need you and we are tired of paying so much in property taxes. Every

mill that passes cost me \$184 not 40 or 50 like Quincy or you keep saying. As usual, farm land owners pay all the money [no branch selected]

7. Do you have eBook for adults [C]
  8. comps are slightly out of date and are sometimes slow in big rushes but over all is adequate for my purpose [BC]
  9. Great programs, awesome help for my kids & school work as well ! [A]
  10. Please don't change (such as longing in) Old people (such as I) have a hard time. [B]
  11. Wireless is FAST, One on One Computer Instruction and Help - Super Helpful. [BCQS]
  12. Love the media center. It was a godsend when my computer wasn't working. [BC]
  13. Appreciate internet availability 24/7. [B]
  14. Even though we don't use the library computers, we think it is wonderful they are supplied for public use. Computer availability is one of the "gaps" for individual economic progress. [CQ]
  15. Can't get on the library's website since changes. [C]
- 

### **What Kind of Programming Would You Like to See the Library Offer?**

1. How about classes in the library for seniors on how to use social media [CQ]
2. More information classes for adults. [C]
3. Make and take parties
  - How to events
  - Lots of arts and crafts
  - Moms and daughter events
  - Moms and son events
  - Parent and Kid friendly activities [BC]
4. More travel [C]
5. Computer or technology programs scheduled regularly - at least monthly in Coldwater and less often at the branches? Outreach to the public schools throughout the county on what BDL can offer students. Lynnell Eash does this in Bronson Schools, but I think similar efforts should be instituted through the county. Outreach to the Senior Center, nursing homes, and assisted living facilities to assure the Library is meeting the information needs of that portion of the public. Heidi Rawson used to do a good job on outreach to the elderly, and I would like to see her and/or others re-institute such actions. [C]

6. if the library add these two programs ( Rosetta stone and Microtype ) to the computers the children's and adults will learn a lot of things like how to speak and how to write and how to type fast and more. [C]
  7. Fashion show, (women's) [BCQ]
  8. possibly some how to classes such as rug making knitting [CQ]
  9. Events for children of working parents. More available evenings/weekends. [C]
  10. Close all branches [C]
  11. Would like see more offerings like the Marshall Library. [C]
  12. personally i would like to see more story reading for children [BC]
  13. Perhaps more ways to save \$ in this economy. [A]
  14. Art Classes. Language (Spanish) [C]
  15. My needs are met. [BCQS]
  16. Crafts - movies - zoo programs hands on programs for kids. [B]
- 

### **Comments About Our Programming**

1. I would to see more programs, including things for adults and a variety of things. [CQ]
2. More and better advertising of events. [C]
3. More "evening" programs would be nice. Working parents often can't get their children to the reading sessions and such because they are during the day. Also, sending notes in school Friday folders might get better attendance. [C]
4. More programming at all Branches focused toward each age group. With Fund Raiser coming up sponsored by Smith Family will the Money be used just for Coldwater programming or All 6 Branches?? [BCS]
5. It would be nice to have your programming more unified. So the opportunities you find at Coldwater can also be found at Bronson etc. Not we have this cool program here but not over here. It is one library district right? [BC]
6. You seem to have quite a variety. [BC]
7. Seems like there is more and varied programming now. [CQ]

8. Keep up at least the current level of Children's programming, which people always mention as an important library service or the one that voters mentioned when they supported the recent millage. [C]
  9. Would like more book on tape. [C]
  10. There is a good variety. [BCQ]
  11. Close all branches [no branch selected]
  12. Good but I think the library could be more than it is now. [C]
  13. over all the programs available are great but could use some more group reading and story reading for the children [bC]
  14. Linda & Julia are very talented - easy to dial with. My children love coming to kids place because of them. Mary isn't a kid person! She'd be better downstairs. [C]
  15. It's wonderful you will offer free KinderMusic programs. In the adult area, we really enjoyed the purple martin lady and are looking forward to the Orphan Train. [Cq]
  16. Not sure what is meant by "programming". [C]
- 

### Comments About Our Facilities

1. Coldwater building needs some maintenance and tlc [CQ]
2. The Heritage Room is an absolute mess. Boxes stacked on the floor for months. In-baskets in sight of patrons stacked up and left that way. Bent and poorly operating information cabinets that are very difficult to open and close. Tons of information in inaccessible boxes on the shelves that is uncatalogued and unavailable to individual users. Boxes stacked under tables that are used by patrons. Even someone's shoes are left setting out in the room. Books are not refiled on the shelves by call-number. No user terminals in the work area for patron use and access to online research sites. [C]
3. The Coldwater brach is such a beautiful building. I believe the library has used the space well and allows the beauty of the building to be seen. [C]
4. Updated Restrooms and Better Accwsibility for Coldwater Branch.  
Why so many rtpairs at Coldwater Building? How MAny times Has roof been fixed or lead paint removed?  
Was a contract guaranteeing work signed?  
Hopefully current Repairs being done are covered by contractor that did Crappy job in first place. [BCS]

5. Would love to see the Bronson downstairs get remodeled...get rid of the old carpet! [BC]
  6. I hope we get old hours back. [C]
  7. Restrooms need a remodel. [BC]
  8. Would like open on Sunday in school year and on vacation days. [C]
  9. My low ratings in this category are directed primarily to the Coldwater branch headquarters that needs major work inside and outside. I think the branch buildings in Union City, Bronson, and Quincy are very good, and Sherwood and Algansee adequate, though I know Algansee Township would like another facility or more space. I think the BDL Board and staff must direct major efforts to developing a long-term solution with the City of Coldwater to Coldwater building needs. [C]
  10. Building great, parking terrible. [C]
  11. Should have better cleaning service (cob webs, dusty shelves, centipedes, beetles, bathrooms need sweeping) [BCQ]
  12. Hours will be improving with the return of Tuesday and Wednesday evening. It seems like there is never enough meeting space but that will not change in our current building! Automatic opener on the west door would improve accessibility for foot traffic. [C]
  13. Close all branches [no branch selected]
  14. opening at ten is understandable but keeps me and several others out in the cold for even longer on certain weeks [BC]
  15. Atmosphere is friendly & welcoming! [A]
  16. Bathrooms are always dirty. [C]
  17. would like to see you open for a few hours on monday [BC]
  18. Like the more hours open at the Bronson Branch (Thursday) [B]
  19. too noisy yet - Study Space [B]
  20. Elevator for disabled and strollers, yeah. [BCQS]
- 

### Comments About Our Staff

1. Never, in all my 60+ years have I had any librarian, staff person, volunteer, ANYONE who represents our library ever say, "Not my job," or "I can't," or if they do say "I don't know" it is ALWAYS followed with, "I'll find out." [CQ]



2. The ladies that work on the children's floor in the afternoons/evenings are saints. There are often children there that don't appear to have any adult supervision with them and they are often misbehaved and don't abide by the rules. I have witnessed the staff having to deal with these children on several occasions and have always been very impressed with their discipline avenues. [C]
3. Some Staff at some of the Branches would rather socialize and ignore some patrons. Sometimes from tone of voice and body language it gives off an Attitude of Why are you wanting my Help. [BCS]
4. Your staff is always helpful and kind. They always are willing to help me. [C]
5. I find that I know more about the technology than the staff at times. Also there are some really great employees that are positive, smiley and helpful (Linda, Lynelle, Stephanie, and Tracy (I think this is her name...dark hair, younger, very bubbly and always calls me by name!) and then there are some employees I try to avoid when I need to check out or get answers to questions as they are SO UNFRIENDLY and SLOW and NOT HELPFUL. They act like I am an inconvenience to them or that they are so tired and don't want to be there (At Coldwater Main desk on main floor) [BC]
6. If staff can not answer a question they have no problem to point you in the direction of someone who can. [BC]
7. They do very great job. [C]
8. Excellent! [C]
9. Excellent [C]
10. Always excellent response! Knowledgeable! [C]
11. It's frustrating to go through automated prompts on a phone call and still often not get to talk to a real person. [CQ]
12. very friendly staff they go out of there way to assist everyone. [C]
13. John Rucker is outstanding, and Curtis Odem is helpful too. Branch managers and other staff members I have observed have pretty much all been friendly and helpful. I hope the additional millage funds will allow the BDL Board to re-open the doors the 2,000+ public hours cut for the lack of funds, to restore all staff benefits cut for lack of funds, to set a wage scale for hourly staff that better reflects the good work people do. Would it possible to open the 3 large branches enough hours to make those branch manager positions full-time with benefits? [C]
14. Your staff is Excellent!! [C]
15. Excellent! [ACQ]
16. Some staff go the extra mile, and others don't, when they wait on patrons. [BCQ]

17. Yes, friendly. I use the library as a class room, collage. As a place for culture. As Coldwater is a small city we do not have a museum. (Wing House, Tibbits) [C]  
  
My friends I see most. Hidi - Computers, Tracy - check-out, Denice - advice, Sharion - nice. [CQ]
  18. Close all branches [no branch selected]
  19. One of the best things going for you in Coldwater - great people! [C]
  20. the staff have been top notch since i have started coming to the branch district library in coldwater and in bronson [BC]
  21. Jan Clark is the most helpful, personable, compassionate gal we could ever have for a librarian. Always willing to go out of her way to help you. A true treasure ! [A]
  22. Everyone who has helped me are always nice and very patient. [C]
  23. Linda, Julia, Sharon & Traci are some of the friendliest staff. Heidi & Chris need some help w/ motivation. [C]
  24. the staff at Bronson and coldwater go above the call of duty they are just GREAT people!!! [BC]
  25. love Bronson people. [B]
  26. Wonderful [B]
  27. Dedicated [BC]
  28. If there is something I need, the staff is are able to find it and send it to Bronson. [BCQS]
  29. Love them. No "stuffy" old ladies in this place. Always friendly, helpful and positive. [BC]
  30. They call me by name. [C]
- 

### Comments About Your Priorities

1. I use to download the ebooks a lot and now I find that my title is never available or already checked out so I've given up using the program....which is too bad...wish they had more titles, and current titles available! [BC]
2. The library should subscribe to more online services like Ancestry. [C]
3. [On a paper survey, beside the "The library should have more computers" was written:] Probably with babysitting more. [C]

4. I think they should allow you to apply for a library card on line on web page [C]
  5. The 3 choices offered in this question make no sense to me. I think the BDL Board must at least restore the public hours cut over the last 3-4 years and then be careful about buying more materials (books, computers, downloadable offerings, services) to make sure whatever it purchases meets the needs of the public in Branch County. Since the Library does not actually provide buildings where services are offered, it makes no sense to say more study space and meeting space are needed. Makerspace sounds like something that should be evaluated, but that's not a choice in this category. Making laptops or tablets or e-readers available for check-out might be considered too. [C]
  6. Opening on Sunday would be great but I understand. More books on tape. [C]
  7. The library should buy more books. [C]
  8. Shelves should be dusted regularly. [BCQ]
  9. something should change with the owners of the property to add additional parking [CQ]
  10. Close all branches [no branch selected]
  11. NEVER open on Sundays. [C]
  12. Ancestry.com. Maybe heritage quest too [C]
  13. keep it a library and not a technology spot [C]
  14. understanding the price of paper and ink i still say 1 dollar per page to print or copy is a bit much [BC]
  15. Libraries are gold mines that many people are overlooking do to the speed in which they choose to live. Continuing to be a network of friendly, caring, helpful & encouraging staff will keep regulars coming back.  
How to get more to come???? Word of mouth is your best advertisement. Being creative in ways to bring in more is surely a tough job with competition with the speed of life. The feel of extended family is what keeps me coming back ! [A]
  16. Don't know what Ancestry, Mango, Tumblebooks, makerspace and e-readers and/or tablets are. [B]
  17. Yes more books - depends on type. [B]
  18. For me and my family, the Bronson Branch has everything we need or can get elsewhere. [BCQS]
  19. Maybe use the library on Sunday once a month. [C]
-

## Your Final Comments

1. Love that the library has gotten some much needed attention and positivity into the general public during the last year or two! [CQ]
2. We are truly blessed to have a county wide library system unlike other communities. I am impressed with the availability of Overdrive and the inter-library loan system. I cannot praise the people who help me at all of the libraries. The "I Geek" event was fun as are the postings on Facebook. I will support whatever direction our library chooses. Although I do not use all the services available, I am most happy that they are available to those I our community who use them. We need computer access, and we need programs that open the wonders of the library to our children. [CQ]
3. Be aware of technological progress and how it can be interwoven into the fabric of the library to maintain relevance to young patrons. At the same time, teach respect and consideration to young patrons for others using the facilities. If you are going to allow noise, then you must isolate it from the balance of the visitor areas. [C]
4. keep the library open later every night Monday-saturday [C]
5. I think the library is a wonderful asset to our community. All the employees are friendly and knowledgeable. They are always happy help me and my children. Thank you for caring about what the community wants! [C]
6. Keep Bi lingual assistants as needed to help facilitate and collaborate with Commnity [BCS]
7. The Coldwater Library staff does an excellent job and are very helpful and friendly. [C]
8. WE LOVE THE LIBRARY! Please keep mel cat going and moving forward. We are so blessed to have such an awesome resource in our community.

Please consider education people more about how they can use the library...requesting items online, or using Mel Cat, getting alerted when your items are in etc.

Sturgis library has AWESOME kids parties...would love to see some parties at our library like they do...fancy nancy soriee cat in the hat etc. [BC]

9. Thank you for the great service you provide. [BC]
10. I haven't used the Library much since I've gotten my own internet connection at home. But I hope it will be available when I do need it. [C]
11. Could not complete last page do to the fact you can't increase if you don't have the money. Something is better than nothing. [C]
12. The person(s) that choose the adult books are going a good job. I frequently see that the new books have been mentioned in a magazine or on a TV show (such as the Today Show). [BC]
13. I think you do a great job! It's always fun to come here! :-) [C]

14. I'm so glad you are here for people like myself that like to read. And when our kids were they used computers because we didn't have. Thanks so much for all you do for Branch County residents and more. [C]
15. I have an expired old card and would love to be able to renew it on your web page [C]
16. I am looking forward to more services in the coming years with the millage increase. [CQ]
17. I think the Library needs to publicize whatever it does with the additional millage - on its webpage, in the newspaper, on the radio, or however it decides to get the word out - so that voters and the public know how the additional tax dollars they are paying are being used. The Library needs to show the benefits to Branch County from the additional taxes paid. [C]
18. best library ever::::::::::) [C]
19. I think it is a great library. Of course, personally I would like more book on tape, books on homesteading, decorating, cooking, etc, but I understand your limits and you work well within them. Love mag exchange, coupon exchange. Staff are wonderful - Thanks [C]
20. Doing a fine job? Keep up the good work. God bless all of you. Thanks for always be there to help us. [C]
21. Staff should get raises where appropriate. [C]
22. Administration staff (at least 1 person) should be present at late night hrs. and Saturday in case of high tech computer problems or inquiries, or patron emergencies. [BCQ]
23. I love my library and can't imagine Coldwater without it! [CQ]
24. I use the library - a lot once a week or more. [CQ]
25. Close all branches. GIVE ME BACK MY MONEY. When Quincy passed the new school millage I had to cancel my home phone. Your millage has caused me to cancel my Daily Reporter subscription effective Jan 1, 2015. When you are retired and on a fixed income you need to do without something every time a new tax comes in. You money grabbers need to understand you are taking our spendable income. [no branch selected]
26. Increase Saturday hours - at least 10 - 5 pm for many this is the time they are available. [C]
27. too loud for some of us older folks. maybe we need our own spot and the rest of the library can move into the 21st century. I am older now and do not like the future of ipads and what have you and I prefer quiet. But, I still love the library and the staff and am willing to walk to it. [C]
28. over all i beleive the library is a wonderful place and should target the younger generations more to get them more interested in reading and learning [BC]
29. A lot of documentaries mixed in with the feature film DVDs. [BC]

30. Keep up the good work & God bless the libraries & all the people who frequent it. [A]
31. always a great need for a public library. More money should be available for County [C]
32. I think you have the best staff I do enjoy my experiences at the library. [C]
33. I think the hours are good now. I don't see many people coming in on Sundays or Saturdays. And the staff needs a weekend too :-). [C]

I also wanted to mention how my husband & I appreciate the book selection for the kids. As members of a conservative community, we obviously do not want children's books about different lifestyles choices. We appreciate the fact the staff is sensitive to the fact that parents don't want to worry about the library. There is enough other places for that. [C]

34. keep up the good work. [CU]
35. All is well at the Bronson Branch. [BCQS]
36. We're so glad you are here! Hurray for the genealogy room also. [CQ]
37. Might be nice to have a map showing what kinds of books or materials are on each floor. [C]