

**Huron Public Library
Huron, Ohio
Strategic Plan
2011**

As approved by the Board or Trustees on November 9, 2011

Huron Public Library 2011 Strategic Plan

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Mission Statement

The Huron Public Library exists to provide to the City of Huron and Erie County free and public access to the widest possible variety of information and to encourage the existence of intellectual and cultural life within this area. With continuous sensitivity to the changing needs of the community, the Library adapts its service to meet these needs.

Process Overview

The Library contracted with Corbus Library Consultants to facilitate the development of a strategic plan. A broad range of community input was collected through a widely distributed community survey and meetings with various stakeholder groups comprised of individuals who live, work, study, play, volunteer, and otherwise interact within the Library's service area.

The community survey was developed by the Board of Trustees with the input of the administration and consultant. The survey was mailed to every residential address within the 44839 zip code in July of 2011. In addition, an online version of the survey was accessible from the Library's website. The survey results and comments are listed in Appendices B and C.

Corbus Library Consultants conducted twenty-one stakeholder meetings over a three-day period in July and August 2011. Groups were arranged and selected in conjunction with the Board and administration of the Huron Public Library. Interviews were conducted in the Library with the exception of the Donut Shop group, which was conducted on site. Groups represented a wide cross section of the community. Questions were prepared in advance in conjunction with the Library board and administration, and additional questions were selectively added during the interviews.

Supporting Documentation

The Appendices of this plan include detailed information about the stakeholder meetings and the community survey that have informed the development of the one year functional plans for 2012 and 2013.

Appendix A – Executive Summary of Stakeholder Meetings provides detailed information about the stakeholder meeting process. There you will find a full list of the 21 participating groups and the contents of questions asked by the consultant and answers given by the public. The consultant's recommendations for action are also included in this document.

Appendix B – Executive Summary of Community Survey provides a graphical display of 554 survey responses and analysis of key trends. Also included are *Community Priorities* (page 5 of this document) that arise from the data. In developing the *Summary of Need for Library Service*, the priorities identified through the survey have been weighed against the input from stakeholder meetings because the survey results are skewed towards specific demographics.

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Appendix C – Community Survey Narrative Responses contains all responses to narrative questions 7, 8 and 9 in the community survey in their unedited form, as submitted by respondents.

Summary of Needs for Library Service

The following is a list of needs identified by the consultant after reviewing the results of the focus groups and community survey.

Building

The building is a well maintained, special asset of the community that is currently under-utilized. Under-utilization is due to funding cuts which have forced the reduction of Library operating hours. This reduction has caused a corresponding decrease in both Library programming and community use of the facility. The community has expressed a desire for increased programming and access to the building, two interrelated needs contingent upon funding and innovation in the Library's service model.

Staff

The staff is viewed as excellent but is feeling overwhelmed due to a reduction of positions, hours and pay. This fortunately has not resulted in any perceptible drop in attitude but has resulted in an identified reduction in service and programming. In fact, the staff has been able to pursue little or no new innovative programming over the last two years in a time when there has been significant developments in library service.

Collection

This is clearly not a strength of the Library. While it is adequate in many areas (e.g. adult mysteries and popular fiction, children's books, etc.), little or no strengths were identified. This is somewhat unusual for a Library. This seems to have been the case before the budget cuts but has been compounded by the cuts. Areas such as AV and Periodicals seem to be most identified as inadequate. Clevnet, while a tremendous asset, may be relied upon too heavily for basic collection needs.

Technology

This area is viewed as adequate. Computers that are down and not functioning are deterrent for good customer service. Software programs are just adequate. Implementation of technology seems more random than planned. There is a clear need for more computer classes and increased use of the computer lab for technology related programming. Users cannot download all e-books in the Library, a function of the Overdrive Media Console. Clevnet is a valued technology partner.

Funding

In 2011 Huron Public Library will receive \$130,000 less in Public Library Funds from the state of Ohio than it received in 2001. That reduction has caused the building and the staff, two great assets, to become liabilities. Shortening the hours has caused a terrific facility to be underutilized, and the staff is unable to sustain or develop new programs or services due to elimination of positions and a reduction of staff hours. Additionally, the collection and technology areas that were not strong before the funding cuts have also been further diminished.

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The future of PLF funding is not clear and makes it difficult for the Library to plan for the future. The levy is up for renewal, and the Library must consider what, if any, adjustments to the millage are needed.

**Functional Plan
Goals and Objectives**

Personnel Management and Human Relations

Goal 1

Develop and implement work flow, planning, staffing and scheduling practices that increase patron access to and usage of Library facilities, programs and services.

Objective 1.1

Increase and/or standardize Library operating hours to increase community access.

Priority = High (funding conditional)

Objective 1.2

Streamline operating procedures to maximize staff time and energy.

Priority = High

Objective 1.3

Create select committees consisting of the Board, staff and administration, including but not limited to Facilities and Grounds, Automation and Technology, and Collection Development.

Priority = High

Objective 1.4

Explore automated technologies, including but not limited to self-checkout and PC reservation systems, to maximize staff time and energy.

Priority = Low (funding conditional)

Customer Service and Services to Customers

Goal 2

Increase programming and usage of Library facilities.

Objective 2.1

Expand community usage of meeting spaces and growing local collaborations, outreach and partnerships by aggressively recruiting local groups to utilize Library meeting space before and after hours.

Priority = High

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Objective 2.2

Develop and implement programs targeted towards local seniors.

Priority = High

Objective 2.3

Develop and implement new programs for young adults and adults.

Priority = High

Objective 2.4

Formalize and grow volunteer program in accordance with the Board approved volunteer policy.

Priority = High

Objective 2.5

Plan more programs on evenings and weekends for children not traditionally served by current children's programming.

Priority = Low

Goal 3

Provide quality customer service to all patrons regarding usage of emergent and established technologies.

Objective 3.1

Make e-book training a regular component of training protocol for appropriate positions.

Priority = High

Objective 3.2

Train staff in usage of current OS, MS Office Suite, and basic peripheral usage and trouble-shooting.

Priority = High

Objective 3.3

Establish a useful and consistent repertoire of computer classes for users at multiple skill levels.

Priority = High

Objective 3.4

Create programming that allows patrons to manage their own technologies.

Priority = High

Materials Usage, Availability and Management

Goal 4

Provide a current, well-selected, well-maintained collection of books, magazines, recorded books, recorded music, and videos in adequate numbers to satisfy public demand.

Objective 4.1

Create and implement a new Materials Selection policy with emphasis on expanding AV purchasing, rejuvenating the paperback collection, increasing the quantity of new books and re-evaluating the magazine collection.

Priority = High

Objective 4.2

Update circulation policies to align with strategic goals and objectives.

Priority = High

Objective 4.3

Work cooperatively with Huron City Schools and Clevnet to extend Clevnet access to students through their schools.

Priority = High

Objective 4.4

Explore the shifting of new books and other materials to increase circulation.

Priority = Low

Equipment, Facilities and Systems Usage and Management

Goal 5

Maintain computing systems and software programs for patrons and staff that facilitate efficient access to information and services while maximizing productivity.

Objective 5.1

Develop a Technology Plan that is updated on a regular basis to account for developments which might raise patron expectations or generate new workflow needs.

Priority = High

Objective 5.2

Replace staff computers and peripherals in accordance with the goals and objectives of Technology Plan.

Priority = High

Objective 5.3

Replace public computers and peripherals in accordance with the goals and objectives of Technology Plan.

Priority = High

Objective 5.4

Develop written procedures for the maintenance and upkeep of public and staff computers including but not limited to configuration of profiles, networking of peripherals, and software and OS updates.

Priority = Low

Goal 6

Maintain the long-term life and viability of the building, grounds and their systems while optimizing usage to support programming and service needs.

Objective 6.1

Develop a building and grounds maintenance program that supports operating efficiency through preventive maintenance.

Priority = High

Objective 6.2

Obtain, through the consultation with experts, cost projections for the repair and/or replacement of the ten most expensive structural and mechanical components of the building and grounds.

Priority = High

Huron Public Library 2011 Strategic Plan

Objective 6.3

Optimize facilities usage by integrating community needs for quiet reading and programming.

Priority = Low

Community Awareness and Public Relations

Goal 7

Increase community awareness of Library services and resources.

Objective 7.1

Establish Public Relations Task Force, comprised of expert volunteers and experienced staff, to generate PR and marketing in accordance with this strategic plan.

Priority = High

Objective 7.2

Continue cooperation with the Huron Hometown News, working with the publisher to explore different, more effective modes of presentation of Library submissions.

Priority = High

Objective 7.3

Continue producing and disseminating the Library's quarterly print newsletter.

Priority = High

Objective 7.4

Develop and implement a social media strategy.

Priority = High

Objective 7.5

Further utilize the school systems to communicate Library news and information.

Priority = High

Objective 7.6

Renovate and upgrade the Library's website to produce a more current, locally-focused, and user-friendly experience for patrons.

Priority = High

Objective 7.7

Implement a weekly e-newsletter.

Priority = Low

Administration and Finance

Goal 8

Establish, through the budgeting process, the financial resources required to meet community needs for free Library services and materials while maintaining fair compensation for staff.

Objective 8.1

Develop funding forecasts for the next 3-5 years that will aid the Board's development of a levy strategy to deal with the coming expiration of current local operating millage.

Priority = High

Objective 8.2

Develop a mix of service plans for the next 3-5 years, including operating hours and scope of programs and services that will complement the Board's levy strategy.

Priority= High

Objective 8.3

Maintain competitive and realistic compensation practices in light of financial forecasts.

Priority = High

Objective 8.4

Explore a performance-based pay system.

Priority = High

Objective 8.5

Seek grants and donations and cooperate with the Friends of the Library and Fund Raising Committee of the Board to supplement the Library's public income through general and targeted fund raising activities.

Priority = High

Goal 9

Keep the strategic plan current with emerging Library and community needs.

Objective 9.1

Convene the Strategic Planning Committee on a quarterly basis in March, June, September, and December

Objective 9.2

Review financial forecasts and update the plan based on new data received in 2012.

**Huron Public Library
2011 Stakeholder Meetings
Executive Summary**

Overview

Corbus Library Consultants conducted twenty-one focus groups over a three-day period in July and August of 2011. Groups were arranged and selected in conjunction with the Board of Trustees and administration of the Huron Public Library. Participants for the groups were recruited by the administration and staff of the library with the ideal of having eight to twelve participants in each group. Actual group size varied. Interviews were conducted in the library with the exception of the Donut Shop group, which was conducted on site.

Demographics

Groups represented a wide cross section of the community. Participants ranged in age from young children to senior library users. Over 100 individuals participated in 21 meetings. To encourage open communication and protect participant anonymity, demographic details were not solicited.

The following groups were interviewed:

- Elementary and intermediate school teachers
- Middle and high school teachers
- Library Board of Trustees
- Representatives from City Hall
- Post secondary educators
- Home school parents
- Adult library users
- Business community members
- Senior citizens
- Members of the Clergy
- Historical Society Board
- Teen and tween library users
- Donut shop patrons
- Community service groups
- Library Staff
- Library Supervisors
- Library Fiscal Officer
- Library Director
- Montessori administrators and teachers
- Users of Library technology
- Arts and culture and Friends of the Library
- Tweens and teen parents and children

Consultant Recommendations

The consultant developed the following recommendations to the Board of Trustees following the completion of stakeholder group meetings and the community survey (see *Appendix B – Community Survey Executive Summary*)

Building

- Open more hours
- Attract group meetings
- Plan programs for young adults and adults created by staff
- Plan more children's programs on evening and weekends
- Create more collaborative programs in and out of the building
- Allow groups to meet in library when closed

Staff

- Develop options for restoration of pay and hours
- Explore performance-based pay
- Eliminate unnecessary tasks
- Explore self checkout
- Develop a formal and dynamic volunteer program
- Create select committees made up of board, staff and administration
- Develop among staff an expertise in e-Book content and format

Collection

- Create a new collection development policy
- Acquire more current books for new book display
- Restore magazine collection
- Broaden purchase of AV materials to include TV programs
- Purchase paperbacks
- Extend Clevnet access to students through their schools
- Provide easy and significant access to e-books

Technology

- Review and update Technology Plan
- Insure dependability of computers
- Offer more and consistent computer classes
- Develop a computer room by reallocating space
- Create a service that allows residents to understand and fully use their technology
- Purchase one e-Reader and make available for staff training

Funding

- Develop funding forecasts for the next six years
- Develop service plan for next six years
- Determine amount needed from the levy
- Determine whether a renewal, replacement or additional levy is needed

Appendix A . Stakeholder Meetings Executive Summary

- Consider making the levy %continuing+
- Place levy on ballot in 2012
- Seek grants and donations

Stakeholder Meeting Questions and Common Answers

Questions were prepared in advance in conjunction with the library board and administration, and additional questions were selectively added during the interviews. Lawrence Corbus of Corbus Library Consultants conducted all interviews; library administration and staff were not present during interviews except for the two interviews that were exclusively attended by staff. An interview was also conducted with the board and a separate interview with the fiscal officer.

The following is a summary of the questions and responses of the participants:

The Building

Virtually every group applauded the condition, location, and style of the building. The community really likes it and is impressed that Huron has such a significant facility for the size of the community. The location was also seen as ideal for library usage, and many felt its location is vitally important to downtown Huron. It may be the only reason many people go downtown on a regular basis. It is one of the few places for kids to go after school. People in Huron have a strong identification with their neighborhoods, especially for a small town. The library building brings those neighborhoods together. The library is a safe place.

What are your impressions of the Library?

Note: Comments about the building were overwhelmingly positive.

- amazing, great location
- accessible to kids, pleasant
- lots of money spent well
- great for the size of the community
- impressive, nice and modern
- clean
- great improvement over the old building
- good central location, accessible to all schools except Woodlands
- easy access, by foot or by bike
- a community center
- it may be too big for the community and is underutilized
- two entrances can be confusing
- signage from the main streets could be improved, and it's hard to tell it is a library from the front
- the parking lot is too slanted and difficult to navigate; especially in the winter
- book return boxes are not easy to use
- regulating the heat seems to be an issue

Appendix A . Stakeholder Meetings Executive Summary

The Staff

There were very few criticisms of the staff, less than is normal in such interviews. One or two comments described one or the other staff member as grouchy. One group described the staff as not committed to programming, perhaps because of pressing duties. Importantly, many in the community are impressed that the staff has remained very positive in light of the significant budget and salary cuts

What are your impressions of the staff?

Note: Comments about the staff were very positive by all groups.

- they will go out of their way to help, friendly
- they know the people using the library by name
- they are the reason many people come to the library
- they are knowledgeable and resourceful
- Children's librarians are exciting, good performers and selfless; parents have driven 20 miles just for their story hours
- previous Director was seen as a positive force in the community
- new Director is seen as very new, reaching out to the community, meeting with many groups and visible in the library
- Library Board is seen as very new and therefore not well known to the community as a group

The Collection

What are your impressions of the collection?

Note: Comments about the collection varied by group

- children's collection seen as good, logically organized and useful
- Clevnet seen as a real asset and invaluable to the library and its users. It helps to fill in the holes in the collection
- The large print collection was identified by some as being very good
- Clevnet needs an easier process for downloading e-books
- e-books present an opportunity to have more titles, although most believe the library needs to maintain a strong print collection
- many respondents felt the results of budget cuts in the collection, especially mentioned were the magazines
- a number mentioned it was hard to find really new titles on the new book shelves and mentioned they often have greater success at the Sandusky Library
- more DVD's are needed
- some respondents asked if the library could purchase TV show titles
- several groups mentioned the potential role of the library as a gateway to e-books and encouraged a technology bar where users could try out the various e-readers and receive guidance on choosing one
- one respondent suggested the library rethink and reorganize the collection and not rely on the Dewey system

Appendix A . Stakeholder Meetings Executive Summary

How does the Library fit into your life? What role does it play for you on a daily basis?
What current library services and resources do you use?

- a place to meet people
- a place for quiet time
- a place for independent learning
- a place for internet access
- a place for holding meetings
- a place for kids and family
- a place for programming
- a place for copies and faxes

Where else do you go to get similar services and materials?

- Erie County libraries (especially Sandusky)
- BGSU Firelands Library
- Huron schools media centers
- Google
- Internet
- Amazon

How does it compare to other libraries or services?

- compares well in building and staff, but not as strong in collection especially compared to the Sandusky Library

Are there any services/facilities/resources at these places that you would like to see the Library offer?

- more classes
- art shows for students
- an opt out library card program with incentives for use through teachers plus parent education
- 24/7 boxes and vending of Playaways
- family nights
- self-checkout as an option
- chef programs
- travel tips
- candidates night
- egg painting
- knitting programs and meetings
- coffee
- movies
- stay open for programs during closed hours
- cooperative programs with other libraries
- outreach to seniors
- cooperative planning of programs
- create a local history room

Appendix A . Stakeholder Meetings Executive Summary

- create a special library card each year
- more computer classes
- homebound service
- become an adult Montessori experience, a family learning center
- Skype in the library; use it to access local experts
- create neighborhood sites on the library web page
- boost the signal to make downtown wireless or even the entire city
- develop an e-books genius bar
- newsletter reception
- have art shows that are professionally hung and have receptions and commit for long showings
- develop a top ten books for tweens using Mr. Casper's selections

How do you find out about what is going on at the Library?

- Hometown News
- fliers
- postings in the library
- school visits
- attending programs
- library staff
- word of mouth

How can the Library further promote its materials, resources and services?

- with a newsletter
- expand and improve web site
- Facebook, Twitter
- contests through the schools
- promote programs to parent through their children
- a library app or mobile site
- through community groups and neighborhood associations
- adopt a promotion and marketing plan
- work with staff to give programming a higher priority
- become immersed in the community and partner with other organizations and libraries

Appendix A . Stakeholder Meetings Executive Summary

In what areas can the Library improve?

- more collection resources
- more classes
- more adult activities
- improve advertising
- open up meeting rooms
- expand and standardize hours
- more outreach
- extend Wi-Fi
- adopt easy and useful e-book services

What do you think is the greatest challenge facing the Library today?

- funding, doing more with less
- e-books
- adopting technology
- anticipating patron wants and needs
- meeting the needs of a broad group of people (i.e., serving longtime residents, new residents, vacation home owners, weekend residents and renters)
- relevancy and rethinking how the library organizes and distributes information

Will there be libraries in twenty years?

- yes
- people need help with information
- people will want books
- children will need a place to access books and to encourage reading
- it will be a community center
- it will be a place where people get help sorting through a mass of information and the library will be a guide
- people will use the library without ever coming inside
- we will need libraries to archive and preserve certain types of books and information
- yes, but will it be electronic and dummed-down

What about the library's hours?

- prefer evenings and Sunday restoration over Saturday
- suggested opening at 9:00 a.m.
- move the opening to 12:00 p.m. and keep the library open each weekday till 8:00 or 8:30 p.m.
- strongly suggested to standardize the hours

Have you ever used the 24/7-reference service?

- No not much
- One respondent used it once and got a transcript

How is the library funded? Does the library spend its money wisely?

Note: Response varied about the source of the funding.

Appendix A . Stakeholder Meetings Executive Summary

- many knew the library received state funds, but not how much
- most knew funds were cut
- most knew they paid a local tax, but few knew how much
- some thought the Federal government contributed
- a few thought the schools contributed
- when asked if the community would support the library's renewal, virtually all responded positively
- when asked about a replacement of the .8 mill most were optimistic
- when asked about additional millage there were a variety of opinions with most starting off by saying that people love the library but these are hard times
- many stated that if the library communicated carefully and stated their case clearly they might be able to increase funding by up to another .8 mill; no guarantee but possible

Are there any other suggestions or anything you would like to tell us about the Library that you did not get an opportunity to share during this time?

- could use a separate computer room
- more downloadable material
- use Google docs that are available at the schools
- senior citizen programming is needed and could be done in conjunction with Elder College
- seek out groups to meet at the library
- create themed classroom set like Sandusky PL has
- provide teacher cards for homeschoolers

**Huron Public Library
2011 Community Survey
Executive Summary**

Overview

A community survey was developed by the Huron Public Library to obtain feedback from community members in July of 2011. Information gathered from the survey will be used to support the Library's planning activities. The survey was available online at the Library's website and was mailed in print form to all residential addresses within the 44839 zip code. A total of 554 responses were received.

Survey respondents show a high degree of library usage, with 82% claiming to use the Library once per month or more frequently. Of those who chose to take the demographic portion of the survey, 93% indicated that they are registered, card-holding patrons.

Demographics

Seventy-three percent indicated their age to be 50 years or older, and 25% indicated that minors are still living in the home. The survey is thus heavily slanted towards the valid interests, perceptions, and library needs of those ages 50 and older and of those with no minors living in the home. To attempt to correct for this generational/lifestyle bias, correlations were developed based upon age and the presence or absence of children living in the home. That information is presented in the *Summary of Results*.

Of those completing the demographic portion of the survey, 70% indicated their gender to be female and 8% indicated male. The remainder chose not to answer this question.

Summary of Results

Respondents ranked borrowing of library materials and obtaining information as their top reasons for visiting the Library.

The overall quality of the Library, the staff, and the cleanliness and appeal of the facility were ranked very high. The book collection and technology received lower marks. The music and movie collections received the lowest ranking from patrons. The percentages for these figures are located in the *Survey Results*.

Age and the presence or absence of children in the home predicts response patterns on several questions. Correlation data was generated by a community volunteer and presented to the Library Board in Power Point format. These charts are available to the public upon request from the Director. A summary of the salient correlations follows.

Respondents ages 60 and older and those with no minors living in the home stated that reduction of operating hours has not effected their Library usage at rates of 73% and 66%, respectively. Alternately, those ages 59 and younger did request an increase in operating hours at rates of 58% (ages 30 - 39), 53% (ages 40 - 49) and 57% (ages 50 -

Appendix B . Community Survey Executive Summary

59). Fifty-three percent of those with minors in the home requested more library operating hours.

Members of the 50-59 age group were most satisfied with the Library's collection, with 81% indicating the collection is excellent (40%), very good (41%) or good (16%). The 40-49 age group and those with minors living at home were least satisfied with the collection, with 24% responding excellent, 37% very good and 33% good. The 50-59 age group is also most satisfied with the availability and level of technology at the Library.

Respondents ages 40 and older are most likely to use the Library for books (73% to 85%) and research (25% - 39%). Those ages 30-39 have lower rates of book and research usage, 52% and 17%, respectively.

A very small portion of respondents indicated that they use the Library's meeting rooms. Of these, the age groups 40-59 (12%) and 60+ (9%) were the highest. Those with minors living in the home were less likely than those without to recognize the library's meeting rooms, 1% and 10%, respectively.

Community Priorities

Four prominent themes emerged from the survey data: maintaining excellent customer service, developing the collection, increasing accessibility to the facility (especially families and students), and increasing/improving library programming (especially for adults).

Maintaining Excellent Customer Service

Quality customer service is a key element of Huron Public Library's service to the community. The Library staff is perceived as excellent or very good by an overwhelming proportion of respondents (see Survey Results for questions 4 & 8), and their hard work is appreciated (question 9). Maintaining this level of customer service quality during and beyond the implementation of strategic objectives is a high priority.

Developing the Collection & Technology

Collection development is an ongoing process that requires constantly responding to the changing information and entertainment needs of patrons. High indication of use (questions 2, 3 & 8), comments about quality (see question 4), and requests for improvement (question 9) point to a need to grow and improve this aspect the Library's service to the community. Technology is a critical tool for the information-gathering process. Whether it be the tools used by staff or directly by patrons, the efficiency and reliability of the Library's technological infrastructure plays a key role in delivery of the third usage priority identified in this survey, information gathering (question 2). Relative to rankings for staff, both the collection and technology are seen as areas for improvement (question 4).

Increasing Accessibility

Appendix B . Community Survey Executive Summary

It goes without saying that access to the Library's facility is a major prerequisite for utilizing library goods and services. A majority of patrons under age 60 and those with minors living in the home have a need for more evening and weekend operating hours (questions 6, 9 and *Summary of Results*). Making the library available on weeknights and weekends increases access for working families and students.

Increasing / Improving Programming

Programming is a cornerstone of the successful modern public library. A diversity of quality programming is the main method of drawing non-library users into a relationship with the Library. Patrons responded in narrative form with three major requests for programming (question 7)*: adult programs (24%), children’s programs (18%), and computer programs (13%). Patrons generated a broad list of adult and senior programming topics. For children’s programming, the need to increase frequency of evening and weekend programming was expressed. Computer classes were requested with more diverse topics and different skill levels.

Survey Results

In the following section, each survey question is reproduced with a graphic display of results. Some questions allowed respondents to select an unlimited number of items. As such, the sum of response percentages will sometimes exceed 100%.

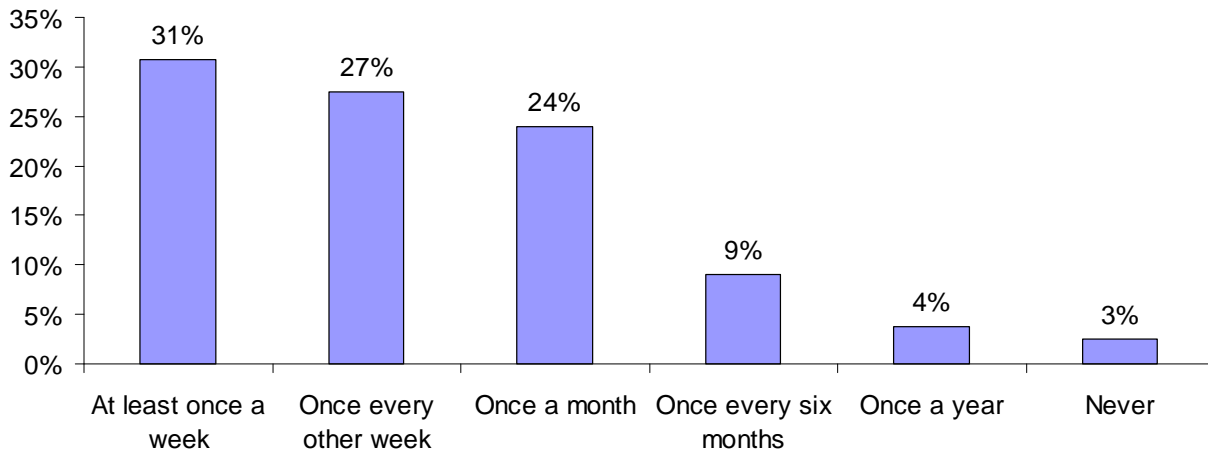
Survey questions 7, 8 and 9 were open-ended*. Their results, listed in the below charts, are a snap shot of common themes at approximate rates of occurrence.

** The lists of all narrative responses for questions 7 through 9 are available in Appendix C of the Strategic Plan..*

Library Use Questions

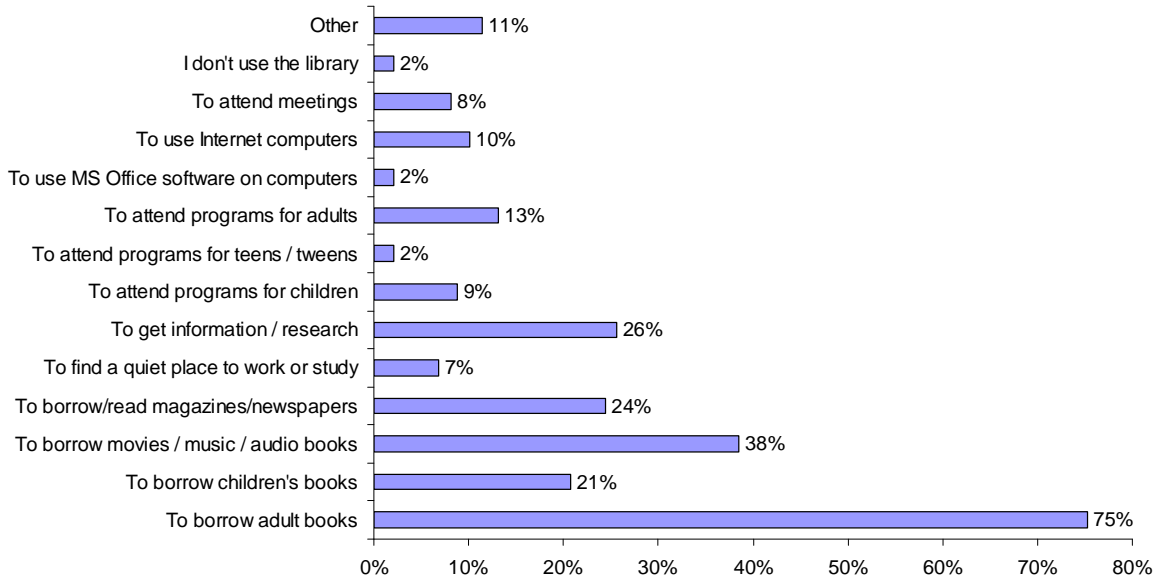
Note: The following data is drawn from a sample size of 554 completed surveys. Questions were not mandatory and some questions allowed respondents to select multiple entries. As such, total percentages may total more or less than 100%.

1. How often do you use the Huron Public Library?

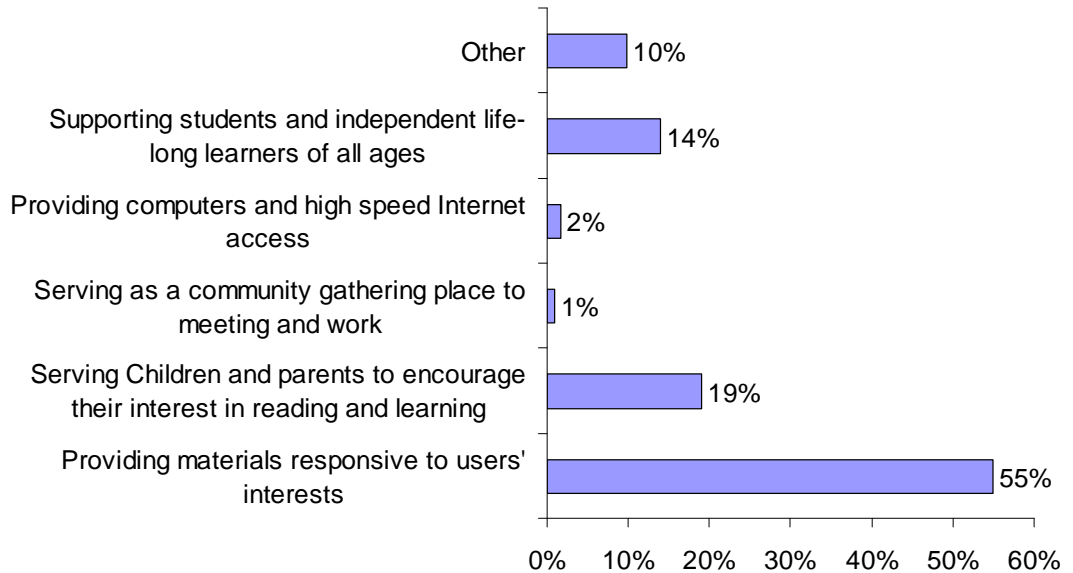


Appendix B . Community Survey Executive Summary

2. What are your top THREE reasons for using the Library?



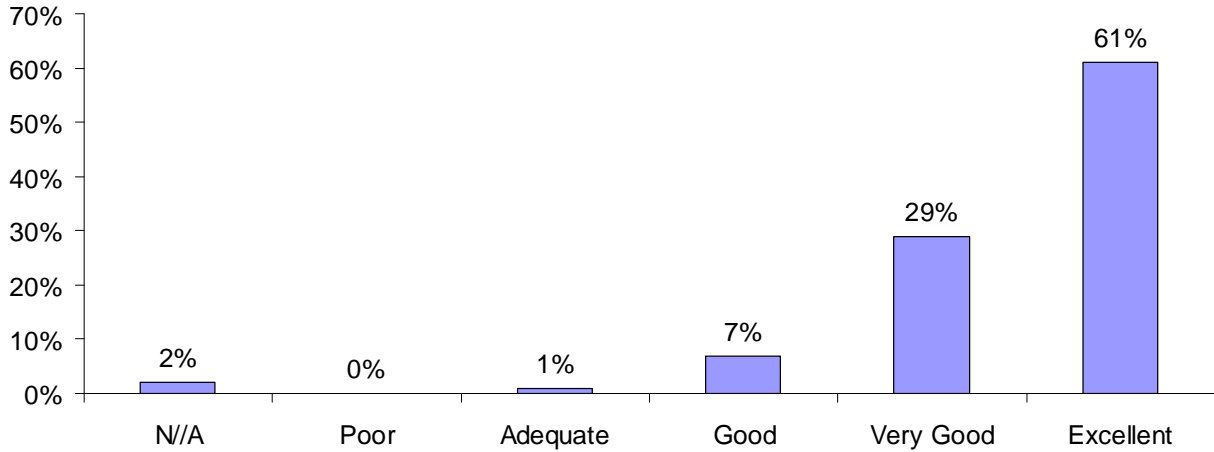
3. What is the most important role of the Huron Public Library in our community?



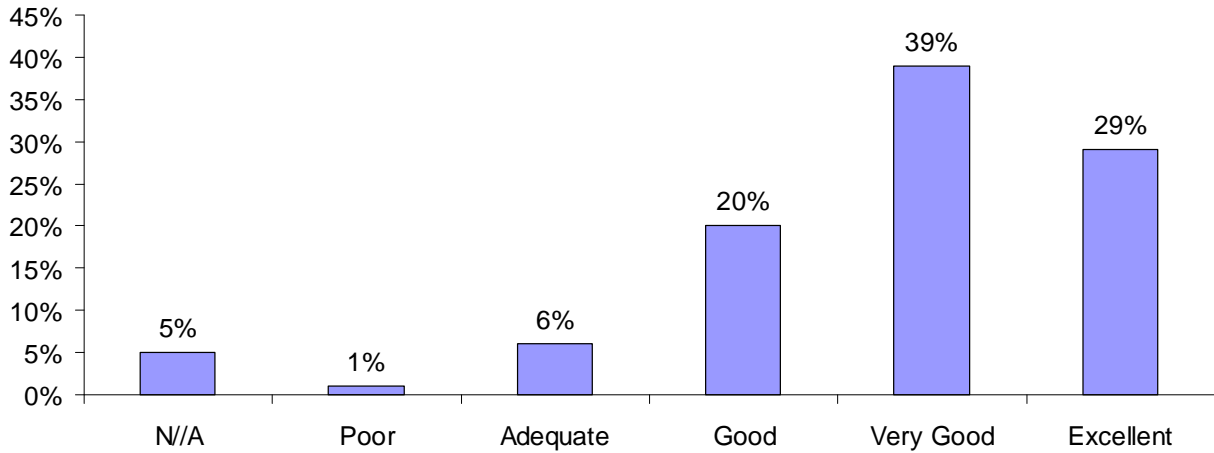
Appendix B . Community Survey Executive Summary

4. Please rate the items below using the following scale: NA . Not Applicable, 1 . Poor, 2 . Adequate, 3 . Good, 4 . Very Good, 5 . Excellent

- Overall quality of the library

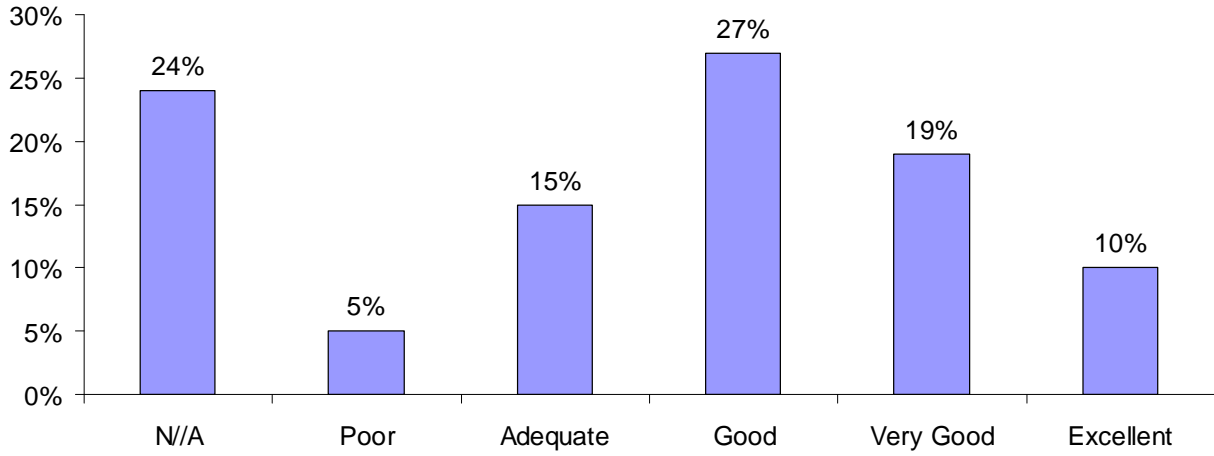


- Book collection

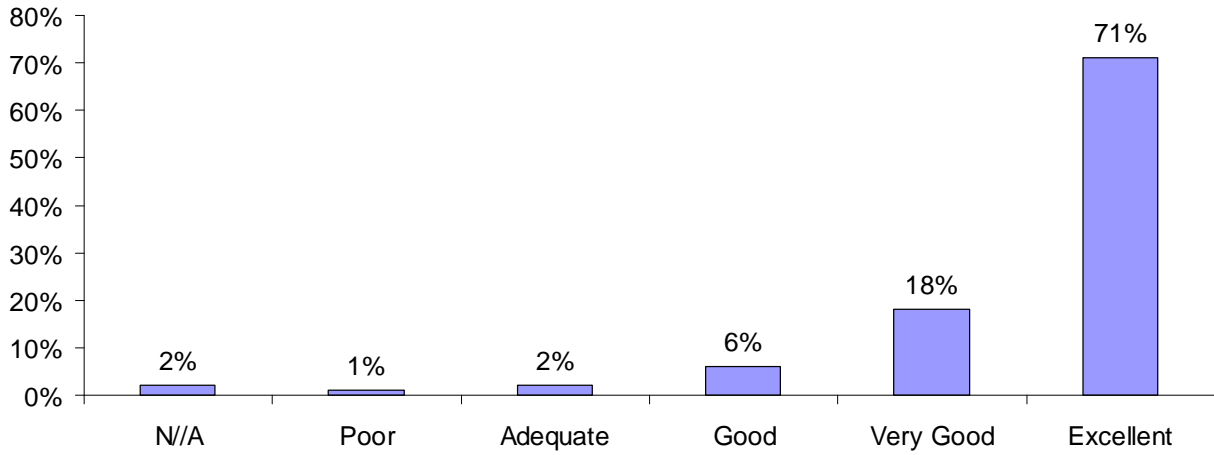


Appendix B . Community Survey Executive Summary

- Movie / CD collection

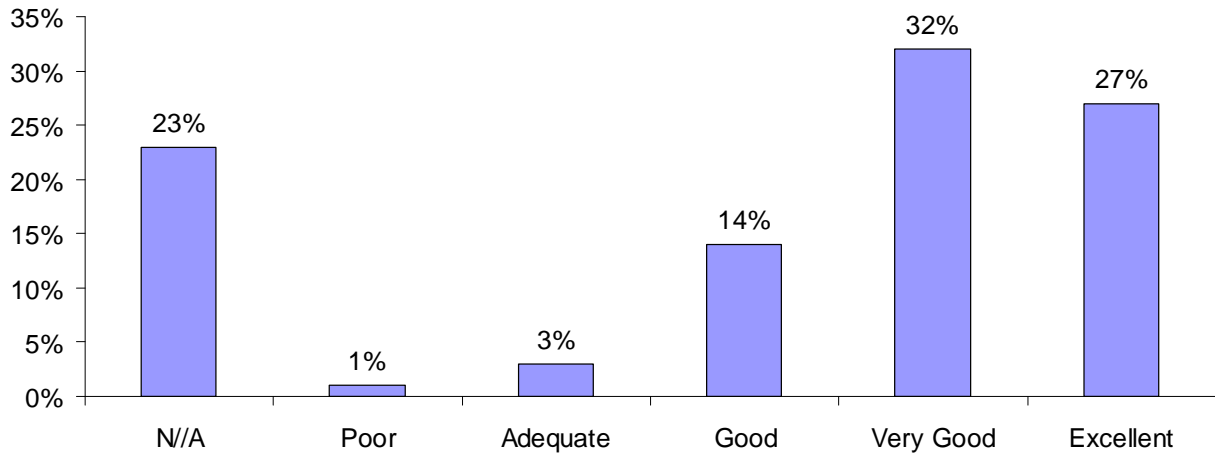


- Helpfulness / courtesy of Library staff

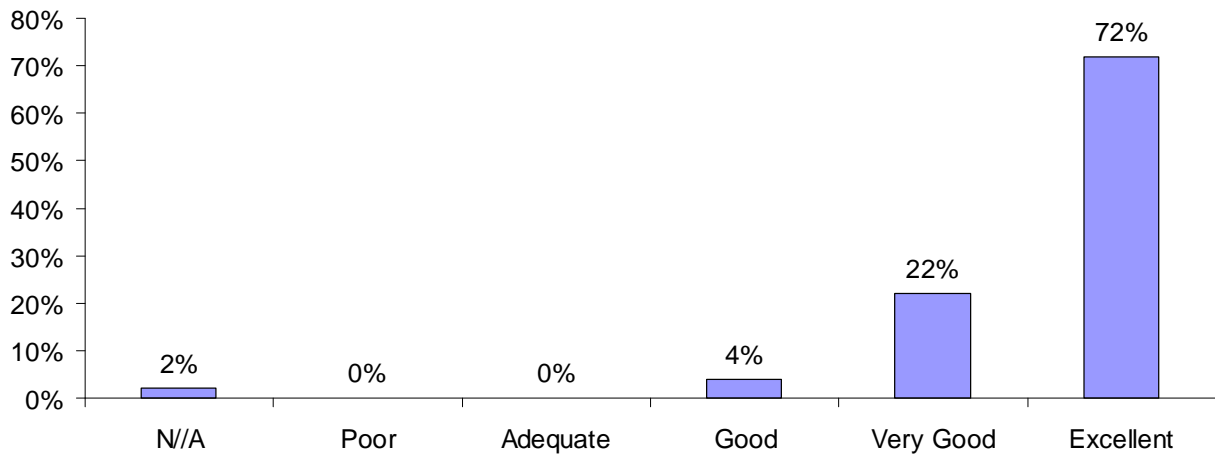


Appendix B . Community Survey Executive Summary

- Availability & level of technology

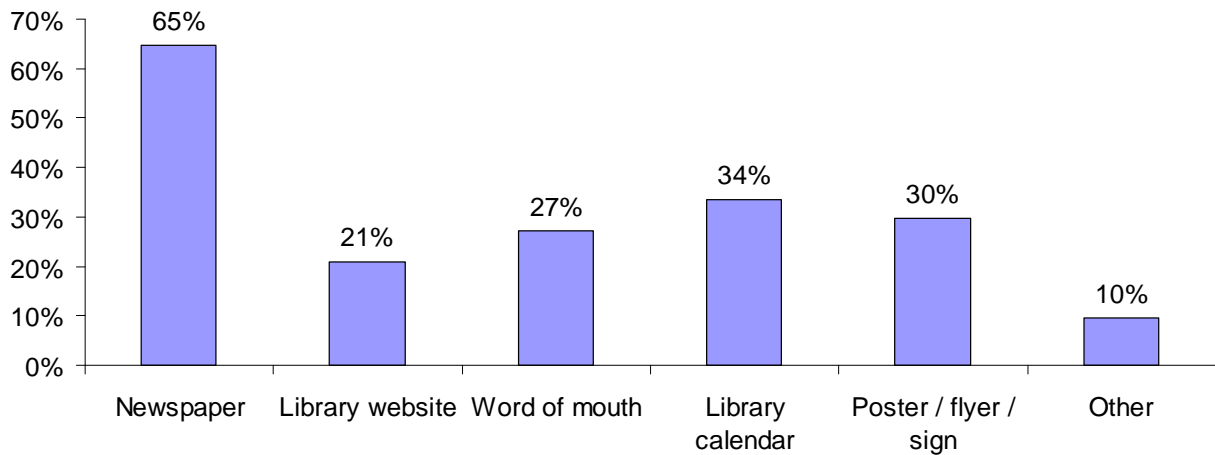


- Cleanliness & appeal of building & grounds

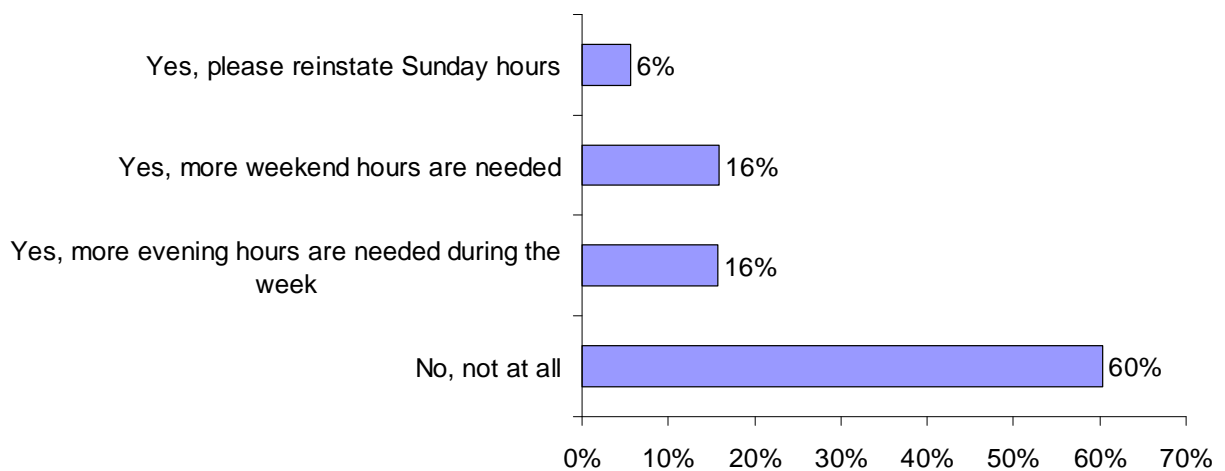


Appendix B . Community Survey Executive Summary

5. How do you hear about Library events?



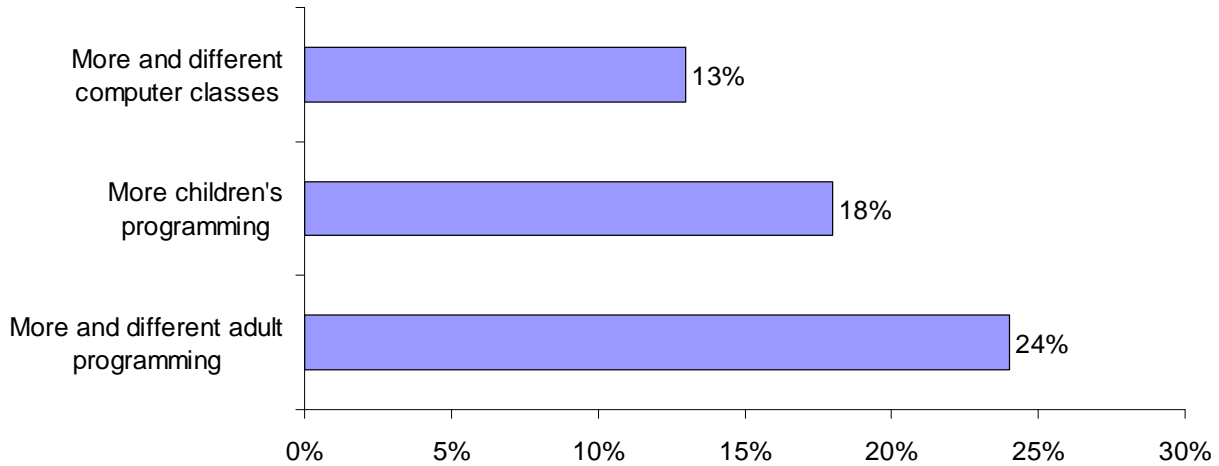
6. Due to budget cuts, operating hours have been reduced at the Huron Public Library. Has this change deterred your use of the library?



Appendix B . Community Survey Executive Summary

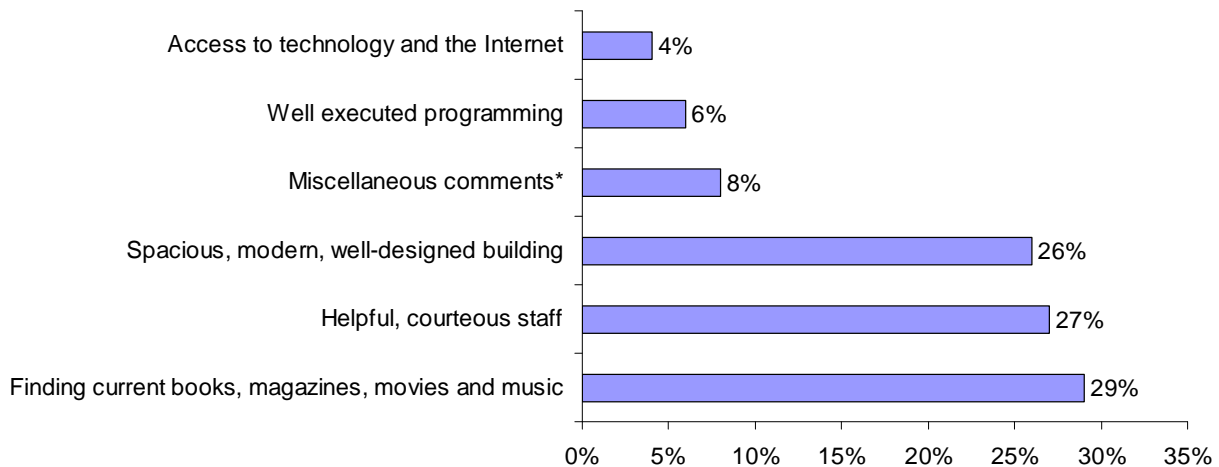
7. What programs, classes, services, or outreach efforts would be most effective for you and your family?

- *Note: The remaining 55% of narrative responses either did not answer the question or did not occur in significant numbers by theme.*



8. What is the best part of visiting the Library?

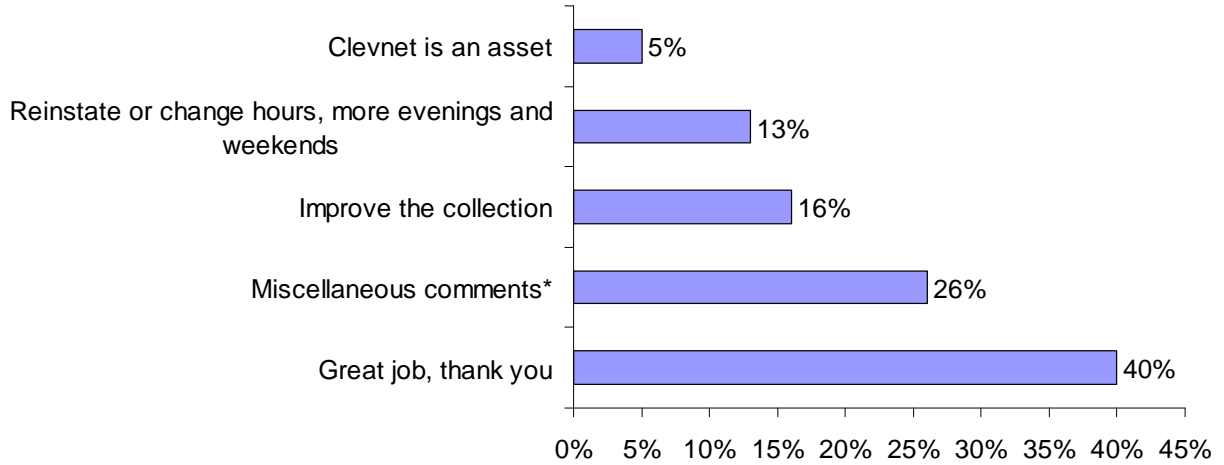
- *Note: The 'Miscellaneous comments' includes all narrative responses to question 8 that either did not answer the question or did not occur in significant number by theme.*



Appendix B . Community Survey Executive Summary

9. Any additional comments?

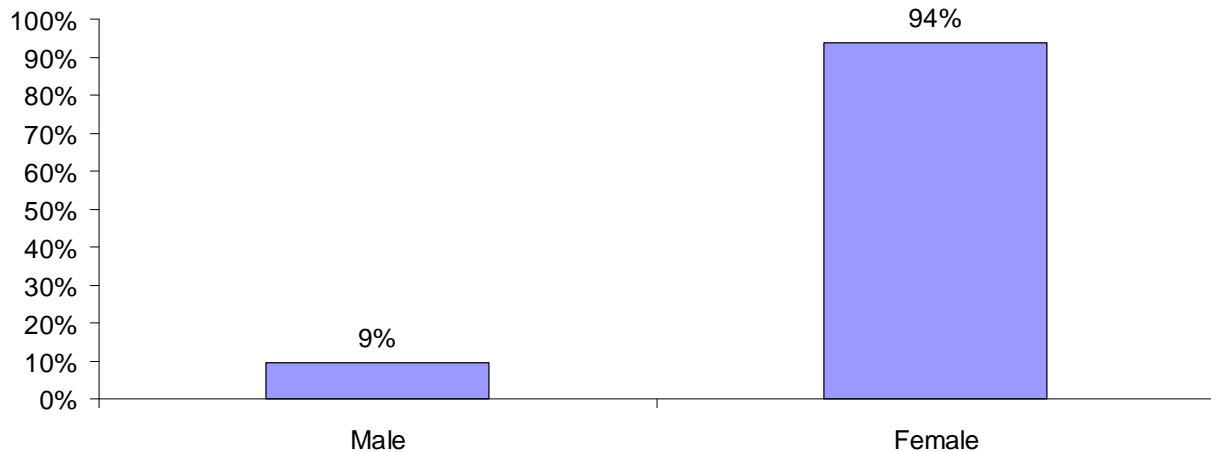
- *Note: The 'Miscellaneous comments' includes all narrative responses that did not occur in significant numbers by theme.*



Demographic Questions

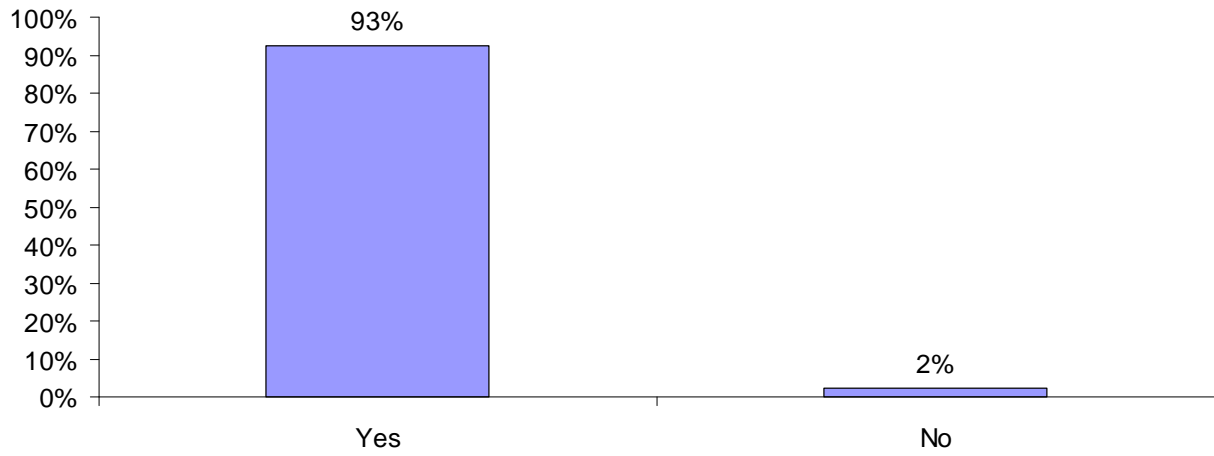
Note: Of the 554 surveys submitted, only 513 included demographic information.

- Gender

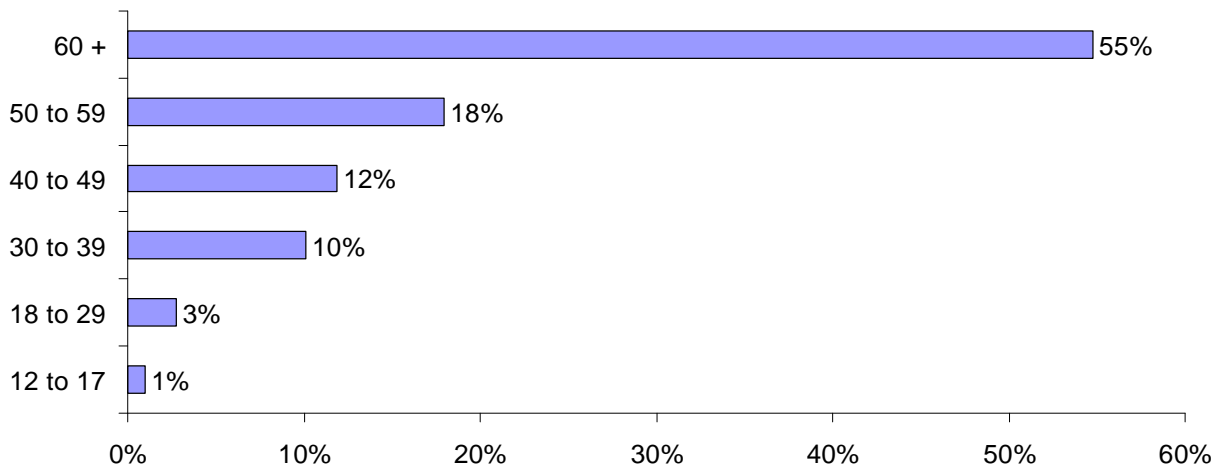


Appendix B . Community Survey Executive Summary

- Library Cardholder

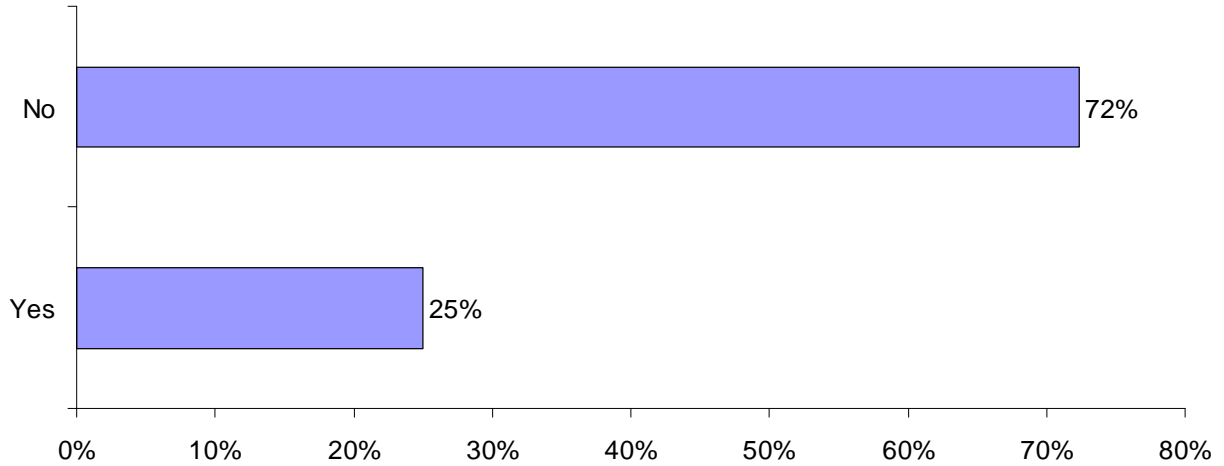


- Age

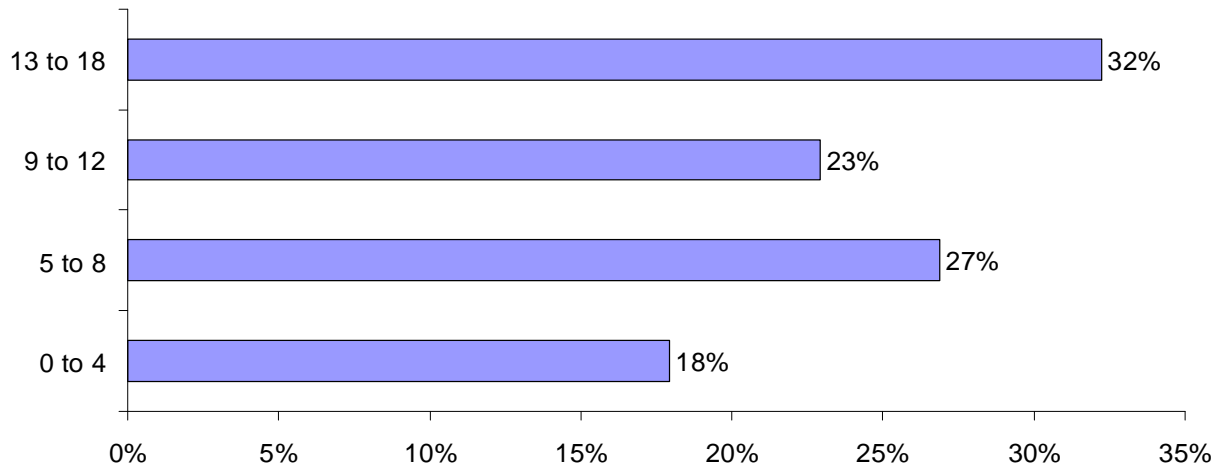


Appendix B . Community Survey Executive Summary

- Are there any children under the age of 18 living in your home?



- Please list the number of children in each age group:
 - *Note: One-hundred twenty-eight (25% from previous question) respondents indicated minors are still living. Two-hundred seventy-nine minors are distributed among their households. The below chart indicates the distribution of those 279 minors, by percentage across age-group.*



Appendix C . Community Survey Narrative Responses

**Huron Public Library
2011 Community Survey
Narrative Responses
(Question 7, 8 & 9)**

Overview

The 2011 community survey included three opened ended questions soliciting narrative responses from respondents. Responses to these questions were reviewed, grouped into like themes and tallied for rate of occurrence. The results of that process are included in Appendix B, under questions 7, 8 and 9 in the *Survey Results* section of that document.

The below responses are presented in their original, unedited form, as submitted through the community survey.

Summary of Results

For a complete overview of the 2011 Community Survey and charts demonstrating trends extracted from these narrative responses please see Appendix B, Community Survey Executive Summary. There, you will also find demographic information about survey respondents.

Narrative Responses

Question 7	2
Question 8	10
Question 9	20

7. What programs, classes, services, or outreach efforts would be most effective for you and your family?

- Seminars on the current economic crisis, current political war on organized labor, and how the war on terrorism has been used to subvert civil liberties.
- I have learn alot from coumpter classes theya re helpful i would love to learn more like power point ect i just praise the lord i have my library they are great !
- When my family and I need programs, classes, etc, we pay for them, so not to burden taxpayers, who are already burdened with too many government programs.
- not this summer but have used children programs which have always been diverse and interesting
- the summer reading prog is really outstanding. many wonderful programs!
- nice availability of meeting rms for other programs. kids art class was nice in the past.
- I do not care to attend classes, etc. and my youngest daughter (7) attends most, if not all of the excellent children's programming. Perhaps what is missing is targeted proگرامing for teens, although I understand how difficult it is to schedule for this age-group and get a half-way decent turn-out.
- adult programs, special interest topics
- At this time, I am most interested in something for my toddler grandson!
- We don't use any of them as we work too much!
- The best programs are the children programs. The most effective service is the CPL network where media can be obtained from NE area libraries.
- 1) Second Thursday presentations on current and past activites in the Firelands area
2) Focused discussions on important local and state level issues
3) Focused conversation with leaders from local businesses and government institutions
- Adult lecture series, in the past needed more babysitting classes for my teens
- As a small business owner, I like to attend related programs/classes and if the library offered these more often, I would try to attend.
- As a mother/family, we always enjoyed the children's programs but our kids are older now so harder to entice! But they both benefited from the programs and I hope they continue!
- Outreach via email newsletter would be great!
- Programming that is inter-generational allowing a mixture of children and adults so that everyone can learn from the other.
- I haven't been very good about attending programs, classes, etc., so I cannot answer this.
- I have occasionally attended the Thursday evening presentation.
- It would be great to have seminars or informational classes that teach something broad on a specific topic.
- First Aid classes, series of cooking classes, music classes,... general arts & culture
- I love ALL of the children's programs/classes from lapsit to the summer programs for school aged children.

Appendix C . Community Survey Narrative Responses

- This summer's programs for kids were wonderful...it would have been great if they would have continued through August. I think it would be nice to have adult classes too like the French class for the kids.
- Children's reading and general learning classes.
- you are great my mom is homebound don't not get much you help me with all things she needd s from the library thanks ladys
- I would like to have the Parks and Rec yoga class meet in the evening at the library
- More new non-fiction books available wiithout putting a book on reserve.
- No suggestion
- The Children's Department reading program, crafts, and special guests.
- iPad - iPod use for obtaining library material, information, & data.
- everything that is done for the children is wonderful!!! please keep all children's programs, storytimes and summer reading programs!
- Healthy eating cooking classes
- More computer classes
- Family activities- I have children ages 7 and 4, activities that we could do together would be great. Many of the children's activities my 4 year old is too young for, and the story time my 7 year old feels he is too old for.
- childrens enrichment programs- loved the kids langauge classes and summer reading programs- understand this is even harder with budget cuts but thats our priority
- Computers really could use to be upgraded; software and computers themselves.
- More book clubs
- More author talks/discussions
- Adult bookclubs
- to learn more about computer programs and beyond.
- More tween activities and learning opportunities would be nice.
- Offering better (more variety and more advanced) computer classes.
- Computer classes
- Book clubs - afternoon one? morning one?
- Job searchs and access to internet
- Instructional chess Kids & tween programs
- computer classes
- The service i use most is ordering books on line. I also attend classes and meetings there. I think the library could use more public outreach - perhaps e-mail card holders of new books arriving - events - etc.
- Internet and computer assistance
- Will be adding our first child to the family this month. Would like to get involved with kid groups, story time, etc.
- I haven't used the library in quite a while
- Local historical programs (such as Huron's Docks; its buildings or churches, parks etc.
- Children's programs are a wonderful part of this community!
- Computer classes & knitting groups.
- Talking books
- Classes/programs for 5 yo. & under
- It is just my husband & I - we erally just want to borrow books to read.

Appendix C . Community Survey Narrative Responses

- CPR Courses
- Probably various speakers on retirement opportunities, senior programs in the area, and taxes and medical advice for seniors.
- It would be exciting to have our book collection grow and keep up with new publications, although I understand financial constraints. Also, while I understand need to cut hours and am thankful for hours our library is open, I would be in favor of additional evening, Saturday and Sunday hours!
- New internet applications - Skype, Facebook, etc.
- Extending time books can be charged out, especially those of great length
- none
- I am well satisfied with the library services available.
- None.
- Dedicated help desk tech assistance
- Computer classes that are more advanced more flexible.
- Movie night would be fun.
- More tech support.
- Love the knitting classes and would like similar type social/learning.
- Computer classes that are more advanced more flexible. Movie night would be fun. More tech support. Love the knitting classes and would like similar type social/learning.
- more effective communication from the schools about library events/activities. We receive info about 1st grade level reading but nothing for the older students
- more current bks
- reading program for preschoolers; fax available; most recent consumer reports; working computers; inexpensive copies
- childrens programs have been awesome
- huron library serves my current needs
- It is a ice facility. Easy to use.
- Job searches and access to internet
- Just be open more hours
- When my children were younger we utilized the programs for children on a wkly bases, it was wonderful!
- Instructional chess kids & tween programs
- Computer classes
- The service I use most is ordering books on line. I also attend classes and meetings there. I think the library could use more public outreach - perhaps e-mail card holders of new books arriving - events - etc.
- We love the children's programs - lapsit, storytime & the summer reading program. The special programs for kids & students are excellent.
- All - each area is vital to overall health of our library.
- History of Huron and area
- CPR classes
- Babysitting Classes
- Single Parenting Classes
- The fact that if the library doesn't have what you're looking for, the librarain will order it for your use.
- I loved the yoga program you had!!

Appendix C . Community Survey Narrative Responses

- Toddler classes
- We no longer have a child in our home but we have used and appreciated the pre-school reading/activity program, after school program, teen group. Continue to expand the book selection.
- I'm a senior citizen, so really not interested in family things but believe all efforts should be made for family functions to encourage reading and learning.
- Adult summer book club - or book reviews
- Inter-library loans (book, cd,movies, etc); use it often and am very grateful for it.
- Some craft classes for older women
- Continuing computer classes to keep adults current on technology.
- Kids & tween programs
- Movies and crafts for all ages. It's really a shame regarding budget cuts. Stupid governor X 10!!!
- Evening story times for toddlers & infants
- Book reviews, story times for children, gardening, sewing, medical or other talks and discussions. More computer classes, perhaps with topic advertised...rather than 3 days in a row, ie something for working people, not just retirees, ie evening classes once a week
- Doing a good job now. Can't attend many of the programs anymore, but it looks like you're doing just fine.
- More books - fiction & non-fiction
- Longer book, magazine and audio book check out time. Card club private room games (no wagering)\$
- More computer classes
- The preschool programs! Children's librarians are awesome!
- We enjoy story time, but wish it was offered more frequently in the evening.
- A reading program for adults with reading problems.
- Adult/community programs - Travel experiences - U.S.(& abroad)
 - Staying fit-mentally & physically
 - Handling finances/investing
- Programs for children
- Phone call to advise of a book that you requested is in
- Not sure as we don't attend programs
- Need high tech programs - think future - smart bd. improve computers for easy access to info
- Keep toddler reading programs Lapsit etc They're great.
- None - Library is doing a fine job
- I'm 84 years old, but please keep your children programs going.
- Delivery of books to me when I'm to ill to come to the library
- None We are seniors & we are not interested in a lot of happenings
- It would be helpful if classes were available beyond the basic in word
- It would be nice to see more speakers on things like help with finances, mortgages, credit issues ways to help get ahead or helpful hints - with the economy the way it is we can all use some ideas to stay afloat.
- Make use of the coffee shop - I really didn't even know it was there!

Appendix C . Community Survey Narrative Responses

- More historical society exhibits, movies, discussions. The history of Huron really interests me.
- Computer classes on power point, excel - beyond the beginner/basics would be great. Ability to get e-books loaded on my nook
- More Sat. hours!
- To let an agency called wraparound know if they could use your conference rooms, cost, etc. 419-627-7782, 323 Columbus Ave. - Sandusky, Oh Cindy A. Franketti Fax: 419-627-6600
- The classes & programs you have are wonderful. I think in today's economy & tough job market maybe having someone come in & hold classes on budgeting and resumes & job hunting might be something wonderful to serve the people who are having a hard time these days.
- Computer classes
- Computer classes
- Travel
- All
- I like to see more computer classes BOOKS. Also more DVD's. Even some more paper backs and also more T.V. show dup's
- Introduction to assorted craft/art projects where one doesn't have to invest a lot of \$ to see if you like it &/or maybe still come away with a small project. Also what you can do with your computer? ex. photocropping - or how to re-arrange things into slides, etc?
- I like the programming & classes as they are now - they respond to community events in timely way. Family involvement - a checkers tourney - poetry, photo contests.
- Computer classes by program
- I am satisfied with what is currently available. Please continue subscribing to value line.
- Please retain the children's programs!
- Continuing educating & entertaining----community gathering place----constant learning experience
- I have enjoyed the geneology classes
- More computer classes at a SLOW pace. Have a tech person scheduled to answer questions.
- Intermediate computer classes
- Young children's programs
- Grandchildren enjoy Kids Programs. Adult information programs are always needed.
- More programs from the Historical Society
- More advanced computer courses.
- I like your programs and people who work at the library.
- Programs are good but hours don't always work for me. Could some alternate, so that morning & afternoon sessions or not all on Saturday (when I work)
- Children's programs
- Programs benefiting homeschoolers.
- Love the summer reading programs!

Appendix C . Community Survey Narrative Responses

- More young adult book clubs - (25 yrs old)
- You only offer children or elderly.
- Day time book discussion group - not mystery.
- Other computer classes like various types of software
- Children's programming like story time or learning games/activities
- My son really enjoyed the craft projects (ie. nursing home, valentines)
- Please continue sending home flyers through the schools
- Have adult activities
- Keep offering your varied programs
- We loved the family movie night.
- How-to Craft/cooking programs were great (cake deco/calligraphy/quilting). - would love more of these, esp w/12 yr daughter ready to learn too
- Up-to-date materials available
- Wider selection of movies on DVD and books of more depth, such as classics, on CD (audio books)
- Children/family programs
- N/A
- I used to use a list of Oprah's picks to select books I otherwise might not read. How about publishing a similar list of Library Picks in the HHN (Huron Hometown News) once a month?
- Computer Program - 3 wk
- Meeting on history of Huron & surrounding areas - esp the lake
- Please see enclosed letter. Thank you (gave letter to Cindy)
- Book study. Something like you did with To Kill A Mockingbird. My whole family enjoyed this project.
- None I can think of
- Computer classes. Anything to keep the kids busy. Kids need this
- Children's programs
- My son enjoyed the summer reading program
- Continue children's storytimes, etc.
- More programs - classes for seniors
- volunteer opportunities for senior for example: reading to kids
- More adult book clubs
- The children's programs have always been awesome
- Children's programs
- More local history programs
- Cooking class in the past was good! (at Christmas)
- Also craft classes are fun!
- N/A
- They are involved i sports, band, clubs and often these activities run until 6:00 or later, and then not able to go to the library.
- It seems you cover everything quite well.
- During the school year there should be more weekend and evening hours. The students have sports, clubs, etc. after school. By the time they get home and eat dinner it is usually 7 PM
- Computer Skills

Appendix C . Community Survey Narrative Responses

- New Technology
- N/A
- Whatever you do - NO NEW TAXES! Use volunteers
- Teaching all kinds computer - tech classes - Am. Red Cross blood drive
- They are all important
- Programs for kids
- Stay open - all services are so needed
- I think the programs currently in place are suffice
- Computer classes - How to operate & learn.
- Just keep up the good work and opportunities
- Computer classes
- Community bulletin board with phone # exchange for specifics. i.e. chess, go, sailing, theater, etc.
- Foreign film night w/discussion. Although I don't use the library as much as I should, I want it there for ALL to have access and enjoy. Being a non-working senior I can come any time - not like a working person
- Computer classes, yoga
- Doing good job!
- Classes, programs
- The service that is offered to anyone for homework help I love how it also includes college students - most do not
- Promoting Ohio born authors, poets
- Increasing magazine holdings
- Delivering books to the nursing homes
- A summer program for special needs kids (music, crafts, etc.) where there will be lots of extra adults & the school kids can see each other over the summer break.
- More interest in geneology & Ohio History. Encouraging families to look back at ancestors & where those members were in history. Brings it alive to children - this helps people understand what ancestors did for us & how it correlates with current happenings.
- More children's activities such as story & craft. The literacy kits are great..more of them
- Home delivery for the homebound, who may not be able to get their books.
- Important for children to have things to do. Library is Huron's community center
- Internet access
- Political debate - local
- Do not use classes or programs
- Well known & knowledge speakers on investments, economy - ex. Bruce McCain - Key Corp, Cleve
- 1) Information on taxes, legal issues, health topics like preventing illnesses and aging, etc. 2) Computer classes - esp. like once a week @ same time & day. I can't attend 3 days in a row; but, I really would like to learn to use the web, e-mail, etc.
- We love the summer reading program! The blood drives that are held there are convenient.
- Historical

Appendix C . Community Survey Narrative Responses

- More fun and challenging programs for tween & teen groups. Broader collections of movies & books.
- Computer Classes
- Whatever benefits the community; they might consider charging a small fee for programs and classes in order to be able to continue the presentations!
- More computer programs. More digital programs.
- I want yoga classes to come back!
- Wider choice of books, e-books
- Always more books....and if using the Cleve-net system - maybe getting them even more quickly

8. What is the best part of visiting the Library?

- The quiet, clean atmosphere
- seeing wonderful staff who i have know for years they are the best staff and they are great supper we even have wonderful library boss who a+ in my book very helpful very one is
- Being able to get a book.
- Choosing/picking up books on CD and reading /resource books, and the friendly staff
- friendly, free, resourceful
- All of the staff are helpful and friendly. It is like a home away from home. They also all seem to enjoy their work.
- getting books for kids.
- kids like the computer educ. games
- like inter library loan option to get any book.
- First, the building -- love it! Since I visit the library so infrequently these days (bring back Sundays!), the second best part is browsing the new book section -- buy more books!
- browsing the book shelves
- Feeling welcome and being helped when needed.
- We would Love to go there and are planning on doing so after we retire!
- The best part of the library is the friendly and knowledgeable staff.
- Finding new books and it is a quiet place to relax and read.
- There are many things we like about the library. Of course, the books! My son and I both enjoy reading and being able to request books off CLEVNET is a true blessing. It is also nice to see so many of our friends who also go to the library.
- The volume of information available from multiple sources
- The staff and new book selection
- I'm a creature of habit and haunt the same shelves/sections. It's nice to know right where to go, which is why I don't go to the Sandusky library or other neighboring cities' libraries. I tend to zip in and out quickly but the few times I've had to linger and work there or just read have been pleasant-- the atmosphere is pleasant and it's nice to see familiar faces.
- Books, books, and more books...and having the opportunity to meet with others with related sympathies
- It is a warm and friendly environment.
- Finding a good book.
- The friendliness and helpfulness of the staff.
- The atmosphere is pleasant and quiet.
- The helpfulness of the staff and availability of books and information.
- Everyone is friendly- both the staff and the patrons.
- the beautiful, COMFORTABLE furnishings; It would be my favorite place to get stranded in a snowstorm; it invites a snuggle up with a book atmosphere but it is not silent or sterile
- The community/neighborly feel of the facility.
- The kids programs and kid area

Appendix C . Community Survey Narrative Responses

- Everyone is ALWAYS very friendly and interested in how their patrons are doing!
- The atmosphere.
- The staff go out of their way to be helpful. If what we're looking for is unavailable, they will do their best to help us.
- Access to a wider array of information in diverse formats.
- the super staff and i love my library they wonderful they are very helpful they help me all they can ! they even help with all requesting list found good way for me to keep track all that read and get on dvd d good job ladys great boss
- Seeing New Releases
- Great staff and availability of books
- Reminding myself and my children of the resources that are available to us at the library.
- We are so privileged to have the Huron Library available to our community. The staff, the atmosphere make using the library pure pleasure. Keep up the good work.
- Finding a good book to read. Especially non-fiction.
- air condition
- For me, it is use of computers
- Meeting library staff & finding interesting how to DIY books on almost any subject.
- Choosing a good book to borrow from helpful staff.
- All the books and areas to see
- Finding what I'm looking for!
- As always, BOOKS!
- Getting more books to read!
- clean, friendly, good layout, looking at the books
- To be able to browse leisurely at my own pace Really enjoy the quietness of the library
- I like to browse and check out what is new with the authors I read.
- The friendly staff.
- It is just a wonderful place to be
- community focal point for all the right things- learning, etc
- quiet!!!
- It's clean, quiet, comfortable
- I enjoyed the computer classes & I can pick up inexpensive paperbacks
- I love the friendly staff. They are always more than willing to help. And they consistently do it in a friendly, positive manner.
- Everything about the library is like my home away from home
- Getting materials and looking for new materials of which we are not currently aware
- quiet place to sit and read magazines and newspapers
- friendly, helpful staff, adult non-fiction collection
- peacefulness
- The quiet, the selection of books, internet service
- It is a nice facility - Easy to use
- Reading the newest magazines without having to buy expensive subscriptions, and finding the most recently published books to read.

Appendix C . Community Survey Narrative Responses

- Books!
- Clean facility and generally helpful and friendly staff.
- A quiet, clean place to learn
- the helpful staff
- A/C
- do not visit enough to say
- I want to borrow books and I find the staff very helpful. I do use on-line library resources for ordering materials from my home.
- The helpfulness of the staff...everyone is so willing to go above and beyond to search for anything. I truly appreciate that.
- Ability to converse face to face w/ staff re needs/assistance
- Fantastic staff!!! Lovely building. Great extra rooms for creative use, i.e., movies, classes, meetings. lounge area, display for art.
- The community feel, the excitement of finding just the right book & loving the story.
- feeling of being productive & connected to outside world
- e-mail; checking out bks; reading newspaper
- read, relax world at your fingertips; don't take money from libraries
- free knowledge
- Friendly place to get materials
- obtaining current books to read
- The library is always neat and organized. The bulletin boards and displays are colorful and interesting.
- Access to books - really like the option of ordering books through the Clevnet system.
- Available resources - books, computers, programs
- The people, the books, the environment
- Convenient, books on CD & tape - nice selection I plan to get mat'l other than on M.T. Courteous staff - always!
- Finding materials I need and information
- Friendliness of staff!
- A quiet place for all my kids and they have read so many books there. Peaceful
- All activities are free!
- Having a clean, quiet place to read or work.
- The staff and the wonderful inventory of books
- Friendly folks!
- Currently - - Free adult checkouts
- Atmosphere & staff
- I love to read. It is very available and the staff is helpful.
- 1) greeting the staff & other people 2) getting NEW favorite books by favorite authors
- Convenience - Also I love that you are part of Clevnet
- It's very clean, nice environment, knowledgeable staff and a good collection of books.
- Friendly staff
- Getting great book to read & movies to watch.
- A/C & Light & Counter staff

Appendix C . Community Survey Narrative Responses

- Clean. Like the fact that you can take out current magazines. like the fact you can order your books on line & pick up.
- Friendly, helpful staff & lots for children from books; dvd/movies; puzzles; toys; lap-sit, etc.
- It is quiet and peaceful and I enjoy looking for books to read. I go in the morning when the students aren't there.
- Quiet
- I just enjoy the environment - it has been a part of my life for 50+ years!!
- Everything - keep up the good work!
- The staff is so friendly. The children's department is wonderful. Mrs. B & Mrs. Kastor go out of their way to make every family feel welcomed. They do a fabulous job & our children really enjoy going to see them.
- Books!
- Quiet place to read.
- I look back on the library and feel all aspects are important. There was a time my use was mainly child based. Now kids are in college but it is still important asset to library - all areas are important to draw people to our library.
- It is a beautiful space, helpful staff and open to all.
- Pleasant, friendly service and great employees
- The smiling faces of the staff
- Books and the quiet room!
- Atmosphere
- The confidence of knowing someone will help as much as possible to solve your request.
- Reading magazines
- The helpfulness of the staff!
- Being able to get books and to get them from other libraries.
- Very pleasant
- To return & take out books. To enjoy the beautiful setting. To take grandchildren there when they are in Huron
- How friendly everyone is
- Access to books, magazines, information -Courteous staff
- The friendly, helpful staff. I love their smiling faces and willingness to help.
- Peaceful - conducive to reading & browsing
- Being able to request books from all of the Clevnet libraries.
- Our children's excitement and curiosity.
- The friendliness (& knowledge) of the staff
- Friendly, knowledgeable staff.
- Very inviting and friendly atmosphere, selection of books and availability of getting books from other libraries in network. Web site is good too.
- Cleaness, room to sit & read
- The quiet, peaceful, friendly people & surroundings. The staff is very helpful to everyone, young & old alike.
- Friendly Staff
- Employees at the library are helpful and friendly
- Clean, quiet and helpful librarians

Appendix C . Community Survey Narrative Responses

- It is very peaceful to sit and read. Librarians are very friendly and helpful.
- The friendly greetings from all the workers and their research to help.
- To be able to check out audio books on cd's and current best sellers.
- The staff and atmosphere
- Great collection, fun, friendly people and there is NOT that much to do in Huron, which is why the library should stay open longer hours.
- I enjoy the selection. I learned computer skills.
- The quiet clean interior, helpful staff, a multitude of resources.
- Always finding new books to look at, &/or take home & read. I also like the displays.
- 1. Getting books 2. Seeing a great staff - seeing people I haven't seen for a time. A wonderful friendly place to visit. Don't change that.
- Being close by
- All of ratings in section 4 above.
- It's such a large & beautiful part of our community.
- The quiet
- Friendly staff & clean building
- Great materials & very friendly staff.
- Friendliness & cooperation of all staff. Availability of good books.
- The children's area - books, puzzles, etc.
- Finding the rare new CD book that we have not heard.
- The friendly staff and finding my favorite reading material.
- Feels clean-modern & forward thinking with helpful staff (as opposed to old bookshell - drab, depressing libraries of past)
- The adult quiet place
- Pleasant, quiet, always clean. Clerks are always helpful when needed.
- Its availability
- The quality & friendliness of staff.
- They have a wonderful children's department
- Availability of on-line searches and pick up
- You have the world at your fingertips, how much better can you have it. Books, books, books it's great
- Getting what I need
- Using a computer that is specifically for people with a vision problem
- Sometimes we borrow movies
- We enjoy the pleasant, friendliness of the staff! P.S. Supply the custodian with a couple cans of spot shot carpet spot cleaner. Remove spots, don't let them set in.
- Clean and quiet atmosphere environment
- I enjoy taking the time out of busy, hectic work week and spending time in the peace and quiet finding books, movies, puzzles to take me away from all the stress of everyday life! Great place to relax.
- Easy access to information.
- With closing of Borders store in Sandusky, we will appreciate being able to browse new books and check out new books in Huron.
- We love the library!
- The staff!

Appendix C . Community Survey Narrative Responses

- Seeing the friendly caring staff ready to help!
- The fantastic staff
- The atmosphere and way it makes you feel about books!
- Finding a good book to read
- Quiet - bothersome when staff is speaking loudly to each other or visiting w/patrons
- Comfort. Helpful & pleasant librarians
- The staff is phenomenal, very helpful, knowledgeable, friendly & encouraging!!
- Helpfulness of employees
- The super staff You all wonderful!! Even the Boss
- Available, knowledgeable staff
- The best part is looking for a book to take you on an adventure or excite you about a new project/or craft. To have an actual book in your hands that you can take home & read or use at your leisure. The people are great too!
- The friends you run into & the sharing of interests.
- Very welcoming atmosphere
- The staff . great
- Quietness!
- Everything! I am very happy that the library is part of Clevenet.
- The experience it gives our children. Mrs B and Mrs. Kastor are amazing. The children's programs are fantastic.
- Helpful staff
- The wonderful, helpful staff. GREAT children's programs.
- Books Books Books!
- Being there.
- Books, clean, friendly staff. Helpful staff
- Being able to borrow books or music, that we don't have
- Having access to so many magazines, newspapers, books in one place.
- Great Staff!
- Getting books
- Nice place to go w/kids away from home. Friendliness of staff
- Usually the calm, quiet atmosphere - a place to sit and know you won't be disturbed. I LOVE going to the library!!
- Reading newspapers, checking out books and meeting old friends
- Well-stocked with materials and a friendly and helpful staff.
- The staff. Everyone is friendly, helpful, and professional. Although we do not attend many programs due to our work schedule, the library offers a variety of well developed programs.
- The magazines and the service!
- The books, what else?
- All the services it provides for people of Huron.
- Obtaining books to read. The atmosphere. The friendly, helpful people (staff)
- The staff is very competent and get all the books that I request.
- It's all good!
- Everyone is so friendly and helpful. My granddaughter enjoys the children's programs and I enjoy doing the jigsaw puzzles and of course, the books.

Appendix C . Community Survey Narrative Responses

- Orderly and lots of space
- Looking at the magazines and newspapers.
- The peace & quiet and lots of books!
- Air conditioning & comfortable furniture. Love the new book shelf in adult area.
- Use of computers, nice atmosphere, ready to read or rather new selection of newspaper to read
- Finding a piece of puzzle
- The people are very friendly
- When you get new books in and the availability
- Nice, clean, comfortable building
- Children's Section
- Computer access
- A great collection of materials for all ages close to home.
- To see what is new in puzzle section, cd selection & upcoming adult programs
- New books
- Peace & quiet
- To find interesting new books
- Friendly, helpful staff
- Friendliness of staff
- It is a quiet, but not too quiet, to browse, rest, put a puzzle piece in or just sit and read. In the past, I used the computer and looked for books available in the network.
- The helpfulness of the adult ref. librarians
- Pleasant surroundings, pleasant staff, clean restroom.
- Book selection and staff will order in any not in stock. Staff always friendly and helpful.
- Picking up books I've ordered!
- Helpful staff, attractive location, no charges for materials borrowed
- The overall experience. Everytime I go something positive happens. I find a book to read or get great assistance from the staff or I meet people unexpectedly.
- Staff is gracious & helpful
- Pleasant atmosphere, helpful, pleasant, courteous staff
- Easy to find materials & books
- The ability to check out books & magazines as a family & all of the programs!!
- Everything! Thank you so much for being there & all that you do.
- Helpfulness of Staff I order books & DVD's thru Clevelnet
- Quiet Area!!
- Just open the door & see the wonderful library & helpful staff
- They even help over the phone!
- I'm proud of our library - it has everything you may want or need!
- Availability of big print materials. Peaceful atmosphere
- Nice surroundings, peaceful place to go read
- The quietness, so you can study or read.
- Huge selection of books to read
- Staff is very nice and very helpful when you have questions
- Friendliness of staff. Cleanliness of library. Quality of programs
- I loved Harry Potter night

Appendix C . Community Survey Narrative Responses

- Quiet & organized
- Learning something new
- Beautiful facility, friendly helpers, so many options: books, movies, CD's, audio books, computers
- A beautiful stimulating neighborhood resource
- Staff! Always courteous & helpful
- Looking for all the new & different books
- Friendliness of staff, nice surroundings
- Everything - we love our library
- The great selection of books & magazines or opportunity to get them from other libraries.
- My children love to go to the library (children's programs and to read books)
- Knowing that I'll always find what I'm looking for and sometimes finding something I wasn't looking for!
- It's a quiet comfortable place to study or read, & has a wonderful children's section.
- Keep up with new books
- I like display of books with a theme for the week. See what is new.
- Positive, smiling responses of the staff to meet my requests. (using their computer for me to find a book etc.) We have fine reading areas/USER FRIENDLY
- Peaceful atmosphere
- The staff!!
- Everyone is so helpful, pleasant and kind.
- The quiet environment for reading and working
- I like it all
- It's a great place to relax & everybody is helpful & friendly
- Tranquil setting
- The friendly and helpfulness of staff
- Lapsit! Exceptional program for my toddler....THANK YOU!
- I love the atmosphere -open, bright, warm (and friendly, cheerful staff) - and the cozy feeling with furniture (soft chairs to sit & read etc)
- Staff is always helpful.
- I enjoy the variety of offerings, the openness and quiet dignity of the building. The staff is so pleasant and helpful. I am proud of our library!
- People are ALWAYS friendly, willing to help in any way & I need lots of help.
- Restful, quiet place to regroup my thoughts. Reliving a wonderful childhood memory. Books . read. TV is terrible
- The books, children's programs & sense of community
- Everything! We love our library and will always support it!
- Friendly staff - always ready to assist as in any way. Volume & selection of books - getting books we request from other libraries for us.
- The kids love coming to the library, the books & the storytime are great for the future of our kids.
- The helpfulness of the staff
- Quiet. Clean.
- Kids like it. Get information.

Appendix C . Community Survey Narrative Responses

- The atmosphere and the many choices (also it's always clean & neat!)
- Pleasant atmosphere
- Friendly place to come. Building is lovely inside and inviting. I am sorry the coffee in the lower level didn't pan out. It was a good idea.
- It really is a beautiful place to go and the children's section & activities are wonderful.
- Nice atmosphere & staff
- Quiet
- Just like to come get some books and to have no noise!
- The anticipation of not knowing what new interesting book or movie you may find.
- I like the overall atmosphere - clean, bright, interesting things to look at - displays, bulletins, etc.
- I love the layout
- The staff is always pleasant & so helpful
- How easy it is to get in/out quickly when you have limited time.
- Checking out books
- Getting a good book to read
- Getting a supply of reading material
- Quiet time to browse for books or look thru magazines.
- Children's area - Mrs. B & Mrs. K are awesome!
- Quiet atmosphere
- Relaxed atmosphere
- Knowing I will be greeted & helped by all of the friendly staff and receiving the books I have requested. It is a feeling of community.
- The books and magazines for me
- Good atmosphere
- The anticipation of going...
- Having access to thousands of books online & being able to order books to be delivered to our library.
- See folks I know. Staff is friendly & knowledgable.
- Main Floor
- All the wonderful books. I just love to walk around and see what's new for children of different ages, teens, and adults, esp. travel books & biographies
- Safe, friendly location and environment, easy access to materials, programs.
- Available information whenever I need it
- Clean and well lit
- Selecting current materials to read and use
- 1) Summer reading program 2) Contest and winning prizes - they have good trivia questions - that makes the kids think.
- It is quiet and very clean and the people who work there are very helpful
- Beautiful building, friendly staff
- The enjoyment of the facility as a great place to escape and relax; consider it my second home
- The wonderful staff.
- I go to TOPS - people-friendly - was to knitting club. I believe its the friendly personnel

Appendix C . Community Survey Narrative Responses

- I'm now into e-books
- Boys & Girls Club
- I personally love the lamps, cool chairs, reading nooks - coziness- it makes you want to stay and read. I wish my children were still young. What a great place for youth - of all ages!
- It is a bright, open and inviting space to do your reading/work/research.
- Kind staff - bright, clean, welcoming atmosphere
- Lots of books to read and you will order in authors I request.

9. Any additional comments?

- Please improve paperback collection replacing ones in series(monitored once or twice a year) also movie collection--little Berlin Hts Library has more movies than Huron. Do duplicates on a regular basis. Also, have staff check hardback fiction for rebinding purposes on a regular basis. Oversized Nora Roberts pb's need replaced --not just taped up.
- I would like to see more dvds with tv shows also more audio books and few more mysteries please like Margaret Truman audio books on cd please also I would like to see people who can not have funds to joint friends to be given grace please we should only have to joint once not every year I think once enough we the ebst booksale town a+++++ the best great job ladies ! tell the boss evryone needs a raise in \$\$\$\$\$ i think so any how
- Libraries should strive to become more efficient, like private business do: cut expenses, personal, services that do not have to do with books, etc. Libraries are not here to serve the community, but to provide books. And I cite one of the Founding Fathers' words: I have often thought that nothing would do more extensive good at small expense than the establishment of a small circulating library in every county, to consist of a few well-chosen books, to be lent to the people of the country under regulations as would secure their safe return in due time. Thomas Jefferson to John Wyche, May 19, 1809
- Belonging to the Clevnet system is awesome.
- Wish that some of the cut hours could be reinstated.
- we feel blessed to have the library we do in Huron! it really is wonderful.
- -Kudos to the children's librarians and their programming, which, for the 15 years we have lived in Huron, has been consistently excellent! -Does the library have a stated collection development philosophy? Will this be part of the new strategic plan?
- Don't EVER go into Business for yourself!!!
- I would like to be able to change the name and password for my sons account online. It is limited to choosing an animal and color and we often have to look his up.
- I LOVE that we can register for programs online now. It is so easy. That was a major improvement.
- As the Strategic Planning effort progresses, try to include training for staff, particularly in Adult Services, that will enable successful implementation of new programs and/or activities.
- Even though I don't need to use all of the services, programs, etc, I appreciate that the library is there for the community and I hope the library remains a big part of Huron!
- The possibility of setting up programs in which adult literacy is paramount. With issues of joblessness, there may be some in the community who can't read and need to learn so that they may be able to get jobs in the future,
- The addition of Clevnet and the availability to download audiobooks via on-line are very positive additions to our library.

Appendix C . Community Survey Narrative Responses

- Well done library staff! I don't mind voting yes for library levies. Few things are a higher priorities in a local community than our library. We put too much emphasis on sports but not really fitness in this town, ironically.
- We don't use the library as much as we have in the past. When our son was younger we were there several times a week.
- The library is a great resource in our community
- None
- With CleveNet near all books are available. They arrive in a timely manner after ordered.
- Thank you for your efforts to make this service more available to the community.
- I love the library, but many of the books I am interested in reading are not there, so I have to request them to be transfered from other libraries. I am glad to be able to do that, but it would be easier and quicker if they were on Huron's shelves.
- e-books
- I notice cell phones are not to be used in the library. I whole heartedly agree but there are some that not only bring cell phones into the library but use them quite loudly which I find is offensive and very rude!
- I like the new web site for Clevnet.
- library staff is excellent - even with necessary changes- the programs we use havent missed a beat
- I love our Huron library.
- Sorry to say I do not have the time to use the library. Everytime I have visited a library it is a good experience.
- Love the library, just wished it was easier to get rid of my fines.
- The Board has made a great selection in Daniel. Board members please listen to him and let his vision become a major part of any plans!
- Everyone is doing the best he/she can in this environment of the need for cost cutting at the same time we demand more services.
- When researching topics, the books seemed to be outdated, older and/or missing pages. I used on line ordering from other libraries to help with the subject matter. I was a little surprised because the building is so nice and new and the staff is very nice and helpful. I just expected the collection of books to be of the same quality as the building and staff.
- the question concerning the role of the library in the community will obviously be answered differently depending on the age, children or no children, computer literacy, etc. of the person answering the question. Also, answering the question could also be done based on philosophical persuasion (not what I personally want and need, but what is best for the community at large). In that case, I might have selected either 2 or 5 as my answer....
- I have not been to Huron Public Library in almost 15 years. As a former resident of Huron, I had to stop in today to use the computer. Upon walking in I was amazed at the transition this library has made. It looks amazing, and it reflects the direction I would like to see the town head in. It shows Huron's commentment to life long learning and access to ideas and works through a large spectrum of authors. It's truely a notch above anything I had expected.
- I give blood at the library due to the nice magazine selection.

Appendix C . Community Survey Narrative Responses

- Additional hours would be great, especially since the downsizing of school budgets and community services
- I feel the library is important to a community for so many of the reasons mentioned in question 2 above. All ages benefit from its services, from meetings, classes, information, and just a place to relax and be quiet. I have been using the Huron library for nearly 40 years and hope to for many years to come.
- Huron Public Library is a gem--would love to see more (especially current!) books!
- Using library funds (as being instituted by Clevenet) to fund downloading of music videos seems to be an excessive drain on very limited library funds. I do not think Huron has at this point signed on to this and hope the library does not. Nor do I wish Clevenet had done so.
- I don't like the idea of the library paying for people to download music (no charge to user). I would use that money to extend hours.
- Current hrs are inadequate for working people, need increase in evening/weekend hrs. I realize costs are an issue.
- A full staff is not need at all hrs. Longer hrs are more important
- Open daily @ 8 a.m. during the period May through November 1.
- I feel it is not necessary to spend more scarce resourses on DVD.s since they can be borrowed from Drug Mart at nominal costs. Books are more costly to purchase. I look forward to using ebooks in the near future.
- We're retired so the hours are not as important to us as to others. I hated saying that the hours didn't matter....but we have so much more flexibility. When we were working we would have needed the evening and Sunday hours.
- Thanks for doing this !!! Unfortunately, I mmissed the focus groups. Would like to see more.
- Thank you for being here; and helpful staff
- Thank you
- Library is a God sent during taxes
- thank you
- we have a great library
- Mrs. B. and Mrs. Kastor are always providing wonderful programs for the kids. They are so helpful!
- I think that Mon-Thurs 11-7 makes more sense than the current schedule. Mon & Tues hours are always a problem - can't get there after work. Sat 10-1 is also too limited - might as well be closed.
- I appreciate the connection with Clevent so the resources of many libraries are available & quickly. - Nice Feature
- Keep the libraries open - please!
- Thank you, your staff is helpful curtious I enjoy this library immensely.
- I like the ability to order books on my computer and the ability to renew them as well. The Friends group should try to get new members by promoting themselves at the library. Also, I never know when my membership expires. Please keep the book sale. That is great.
- Best library I have ever used.
- Thank you

Appendix C . Community Survey Narrative Responses

- We have a lovely facility and should take advantage of it.
- We are Blessed to have such a FINE library.
- Thank you for being a part of our community!
- The library has some really nice people working there.
- DVD/movie rental could be longer - 1 wk. isn't that long.
- I realize you have budget constraints but I wish you could get more new books and also maybe a section of new paperbacks. They would be much cheaper.
- We are fortunate to have such a dedicated children's staff to keep these programs going for kids & pre-schoolers. The programs are wonderful. Bring back the arts & crafts.
- A beautiful atmosphere, variety of community offerings, very advanced for relatively small community, clean, modern - just a great place to visit
- Our library is the most valuable asset in the community for everyone, young & old alike. We should be proud & grateful for this local institution!
- Until recently, we had a McCormick student living with us. I know the influx of students everyday is a burden on the staff, but the grace and caring for these kids is special. Kudos to each of them.
- I do not like the new internet access. I always have trouble with it. It doesn't take my password half of the time. It tells me there is no information available a lot of the time. I get very aggravated!!
- My wife also has a library card and uses the Huron Library. The limited hours in the school year may make studying and projects difficult for students.
- Prior to the library hours being cut we visited weekly. Unable to attend children's programs this summer due to scheduling. Great Programs!!
- The website and Clevnet affiliation are the most useful to me
- I miss the evening hours till 8PM daily & Sundays but understand cuts were made and you need to budget accordingly.
- No
- I think the Huron Library is a wonderful, pleasant place to spend time finding information looking for things to read.
- Thank you for making our library so wonderful. We love the new guy, Daniel - he's just great.
- Rest room is not easily used - by the time I get a key & get there, it's too late....honestly!! Do you ever think of senior citizens.
- Our library has always been one of the best things Huron has for the residents and visitors. It is a beautiful building. Staffed by great people. The library is a gen!
- Staff is dour and offers a minimum of courtesy. Staff often makes patrons wait,yet disallows check out of materials promptly at closing time.
- #7 would provide a place for (seniors in particular) to get together with a group of friends or even new people young & old to their liking to have fun, communicate and practice their skills.
- Hope new technology does not affect continued use of libraries.
- The DVD collection seems to be chosen by a 90 yr old disney fan. With few new releases and few action or new sc-fi movies.

Appendix C . Community Survey Narrative Responses

- Many community seniors avoid communication via internet due to non-access, confusion, intimidation or time constraints. Rely more on newspaper (radio) for info. Even a library (tot line # with recorded activity info. would be helpful.
- Libraries - like most businesses - must be reinventing themselves for relevancy in this fast changing world. While I do not have the answers, I know that the changes ahead will be exciting and intimidating, challenging and part of ongoing development.
- Appreciate Middle School students able to be at the library after school attending to homework while parents @ work - until picked up
- Keep up with future tech - Smart Boards etc Partner w/city - Chamber on setting ifo to us
- Our town is fortunate to have a well run modern facility
- We think the library would be improved if current magazines would remain on the shelf for browsers (not be checked out until their current month has passed)
- It would be helpful to have signage and a designated area for donating used books (a specific drop off area)
- The staff at the library is always friendly; helpful. They always comment on the selection of materials or ask if you have read this or that by an author! and suggest additional books to read in future visits.
- I sent in \$ for membership in the Friends this year. A few weeks later, got a letter asking me to be a Friend and I haven't received any other info from the Friends. We would support more things if asked and if Friends did a better job of communicating.
- If a patron wants to plant a tree on site in memory of someone, how do we go about doing that??
- To get a larger selection of movies/magazines. I realize money is tight but maybe another more specific survey about the types of movies, magazines, books would be of help when selecting what to buy.
- I worry about the physical size of the library taking so much \$ to maintain. And the lack of \$ for books. And the stress on the staff-safety to do so much.
- There are roughly two staff members that are patient, friendly, and eager to help.
- Community needs it
- I think our library is wonderful. I think you need more sounds. Also I like everything about our library.
- Please can we only pay friends back over time
- Need more hours. I had a research project to do for our collage and had to use the Sandusky library because none of your hours fit my schedule.
- 1) We are a society that wants it all. I think the library does a really good job at providing as mcuh diversity as it can (love the puzzle idea for instance) 2) Maybe the movies could be a little better? 3) When you are given donations - are any of the items put on the shelves for borrowing?
- Some Sunday hours during the academic year would be helpful.
- Our library is a great source of any info you might need. Very friendly and helpful.
- Need to update movies & CD's
- I don't use the library but should. I'm coming in this year! I almost threw this away. Bit I read it!

Appendix C . Community Survey Narrative Responses

- I wish you would get newer section of work-out video's, dvd's also give more computer classes intermediate computer classes
- Really feel for working adults and H.S. students
- More hours needed on Sat. and Sunday. Many adults only have Sundays to enjoy the library. Teens need research time.
- Do what the Sandusky Library does: cannot check out current monthly magazines.
- I love that as a homeschooling mom I can have a teacher's card. And I love the inter-library loan. Summer reading programs are really good.
- I truly appreciated the delivery of books while I was confined to the house for many months. Cindy was most helpful to me. What nice people you have working for you.
- My husband & I don't come to the library much any more because we enjoy looking at and reading the magazines. But this is the first library that we have been to that allows the new magazines to be checked out. We got tired of coming and then all the magazines were out of the library. I think you should do like the Sandusky Library and only let the past months magazines be checked out. Save the new ones for looking at in the library!!
- I now have an I-pod & E-book reader so I don't use local library as often as I did. I use Cleve-net and down load e-books & audio book instead.
- The ladies behind the circulation desk are very helpful - whether it's use of the computer questions or do they have a certain book? (very nice)
- Keep up the good work
- I read where you can get free downloads of music at Sandusky Library. Can we get that feature in Huron.
- Thank you!
- I have loved libraries since Mom took me to ours as a child. My grandchildren love getting books, storytelling & DVD's to take home. The new technologies are a challenge and will have to be incorporated to keep ahead of the changes to come. (I still prefer holding a book.)
- I performed a program (Emily Dickinson)and it was a rewarding experience as the audience was very attentive, but very small. More advertising was added!
- A real pleasure to attend and use.
- Our library has the greatest staff! Always a pleasure to walk in.
- Huron is not a big town w/lots of things in town. Our library is one of the jewels of our Huron community
- There should be more current, popular books available
- I would probably use the library much more frequently if I did not have ready access to the Firelands College Library.
- Why not fill some of the empty shelf space in the AV section with the aforementioned items? (Or is that cost prohibitive?)
- No encyclopedia judaica, Jewish encyclopedias No Hebrew/Greek lexicons
- Great Service!
- Daniel is very visible and friendly. That's nice!
- I wish for more up-to-date travel slides and many more titles from areas of travel.
- Love the ability to get books & audio books from other libraries

Appendix C . Community Survey Narrative Responses

- I am close to the Sandusky Library
- My husband, daughter and grandson (age 11) use the library a lot. No one seems to have any complaints. Thank you.
- An excellent facility
- Thank you for all that you do for us
- Love Mrs. B & Mrs Kastor! Excellent storytime & other programs. Summer reading program run by them & Mrs. Barcus is great! Always friendly staff!
- I wish you would have another special night based on a book series (in the summer of course)
- We are all very proud of our library & appreciate it
- Keep up the great work
- Love reserving books and picking up at Huron library
- Thank you! I believe we have a fine library. (Hope more cuts in hours open aren't needed)
- Wonderful Staff. No turn over so they get to know the patrons. Always helpful & kind!!
- Thank you for all you do.
- The public library is a wonderful place. Thank you for all that you do!
- In the past, books not used may end up in book sale. I think they should remain on the shelves.
- The flooring choice (pergo/laminate wood) is very noisy!
- Need to get new books quickly. Have a magnificent physicality but need more funds for new books, hours, etc. Funds have to be raised WITHOUT TAXES!
- I appreciate all you folks are doing
- Thank you for our great library
- All of the kid's programs have been wonderful. The staff does a great job with those!
- I would like longer hours on weekends but we understand budget cut needs
- College, H.S. and adult students need later hours. Don't expect me to support a levy if they are not changed.
- Why are computers classes at working hours of day and not at evenings?
- I consider the library to be an indispensable part of the community!
- Although I do not use it a lot, I feel it is a very important asset to the community. The many programs it offers are necessary. It is a purveyor of knowledge for anyone and everyone.
- Good survey - made me want to fill out the survey! Good thought in drafting it!
- No
- Not enough variety in DVD's - we like mysteries, especially the British ones (like PBS' masterpiece Theatre and good dramas!
- A more larger section of DVD/movies in the adult area. A small interaction playroom for the children's area (blocks & puzzles like in the Sandusky Library)
- You all do a great job!!
- Like ability to purchase books
- Thanks for being so understanding when I do bring in my special needs daughter.

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- Library is great...we cannot get enough of the children's programs! Thanks for you do!!
- Do what it takes to keep it open
- I feel the libraries collections are in desperate need of updating. Often lacking current material. This is pertinent to not only the books, but CD's and DVD collections as well. Or the library may own part of a series but not all of it. Frustrating to always have to place a hold on materials and never leave w/what you set out to obtain.
- All my life, the library has always been there as a restful, enriching, and exciting place, full of kids and adults reading and learning together. Now, whenever I start to go there, it's closed. You're keeping banker's hours and so I go home from work to t.v.
- Thanks for the opportunity to give input!
- HPL is a tremendous asset to Huron and its residents! Also, the staff is excellent!
- N/A
- I know this may come as a surprise but in some households both parents work I also respect the tight budget so all I am asking for is 1 additional hour (or even 1/2 hr to 5:30)on Fridays. Of course, we all want to get off of work on Fridays BUT lets do what is right while not blowing the budget
- Love the staff, especially children's librarians - kooky and extra fun!
- People seem to think reading room is place to discuss their personal business!
- You really overdid it when you remodded...Too much money spent! We would not have voted yes if we'd seen ahead to your extravagance.