



Willard Library
Board of Trustees
Meeting Agenda
April 15, 2026
5:00 p.m.

Willard Library Programming Room, Second Floor

- | | | |
|------|---------------------------------------|---------------------|
| I. | Approval of Minutes * (pg. 1) | Michelle Herzing |
| II. | Public Comments | |
| III. | Financial Report | Kathy Domenico |
| | a. Approval of Expenditures * (pg. 3) | |
| IV. | Reports & Recommendations | |
| | a. Quarterly Statistics (pg. 11) | April Dillinger |
| | b. Department Reports (pg. 14) | Administrative Team |
| V. | Other Business | |
| VI. | Comments by Trustees | |
| VII. | Adjourn | Michelle Herzing |

Action items indicated by an *

WILLARD PUBLIC LIBRARY BOARD OF TRUSTEES

March 18, 2026

Willard Library Programming Room, Second Floor

BOARD OF TRUSTEES

Michelle Herzing, Laura Williams, Kathy Baker, Salli Baltutat, Judith Williamson

ADMINISTRATION

Director Matt Willis, Deputy Director April Dillinger, Director of Finance Kathy Domenico, Director of Circulation Services Amanda Paffhausen, Executive Administrative Assistant Kara Brooker

MINUTES

Michelle Herzing called the meeting to order at 5:00 p.m.

APPROVAL OF MINUTES

Laura Williams moved, with a second from Salli Baltutat, to approve the minutes of the Board Meeting of January 21, 2026.

Motion approved 5 - 0

PUBLIC COMMENT

No public comment.

FINANCIAL REPORT

Kathy Domenico reviewed the financials for the months of January and February 2026. Revenue as of January 31st totaled just over \$4.7 million, with the majority of that total coming from property taxes. Expenditures as of January 31st totaled just over \$4.2 million. Revenue as of February 28th totaled just over \$5.1 million and expenditures totaled just over \$4.7 million.

Kathy Baker moved, with a second from Judy Williamson, to approve the January and February 2026 expenditures as presented.

Motion approved 5 - 0

Kathy Domenico shared that the March amendment shows an increase in revenue by \$58,000 and an increase in expenditures of \$7,800. The Capital Project Fund shows a \$65,000 increase in expenditures, with no change to the Owen Endowment Fund.

Salli Baltutat moved, with a second from Kathy Baker, to approve the March Amendment as presented.

Motion approved 5 - 0

Kathy Domenico presented Form 990 based on the audited financials for the year ending June 30, 2025.

Judy Williamson moved, with support from Laura Williams, to approve Form 990 for the fiscal year ending June 30, 2025 as presented.

Motion approved 5 - 0

PERSONNEL UPDATE

Matt Willis shared a Personnel Update. Erik Blagsvedt will join the library on March 30, 2026 as a Part Time Library Clerk.

PAYMENT BY FINANCIAL TRANSACTION DEVICE POLICY

Laura Williams moved, with support from Salli Baltutat, to approve the Payment by Financial Transaction Device Policy as presented at the January meeting.

A roll call vote was taken.

Motion approved 5 - 0

REPORTS & RECOMMENDATIONS

Matt Willis presented the Director's Report, providing an update on a new adult literacy initiative currently in its early stages. Amanda Paffhausen outlined the next phase of the initiative, which will focus on recruiting learners.

Matt Willis highlighted recent adult programs, including the African American Celebration in partnership with the NAACP and *The Story of the First Colored Regiment* in collaboration with the Regional History Museum.

April Dillinger announced the launch of the Plant Propagation Station, noting its strong community response and early success.

OTHER BUSINESS

None.

COMMENTS

Salli Baltutat expressed gratitude for the Garbage Truck program and commended the staff. Kathy Baker thanked the Michigan Job Challenge Academy for attending and expressed gratitude to the instructors for bringing the students to the library.

ADJOURNED

The meeting adjourned at 5:22 p.m.


KATHLEEN BAKER, Secretary
Willard Public Library Board of Trustees

WILLARD PUBLIC LIBRARY
 STATEMENT OF REVENUE AND EXPENDITURES
 REVENUE

March 2026

	BUDGET	2025/2026 YTD	% YTD	VARIANCE	2024/2025 YTD
Taxes	5,893,051	5,404,119	91.70%	488,932	5,197,679
Casino PILT Disbursement	165,000	0	0.00%	165,000	0
State Sources	462,476	427,178	92.37%	35,298	440,522
Penal Fines	122,000	75,320	61.74%	46,680	58,449
Fees and Book Fines	56,000	46,405	82.87%	9,595	46,473
Local Contributions & Contracts	213,986	134,870	63.03%	79,116	207,526
Grant Funding	4,000	0	0.00%	4,000	5,000
Transfer to GF from Capital Projects	0	0	0.00%	0	0
Transfer to GF from Endowment	0	0	0.00%	0	0
TOTAL	6,916,513	6,087,892	88.02%	828,621	5,955,649

EXPENDITURES

	BUDGET	2025/2026 YTD	% YTD	VARIANCE	2024/2025 YTD
Total Expenditures	7,202,733	5,181,126	71.93%	2,021,607	4,948,657

REVENUE OVER EXPENDITURES

906,766

VARIANCES (+/-) Current in Bold

WILLARD PUBLIC LIBRARY
STATEMENT OF REVENUE AND EXPENDITURES

March 2026

EXPENDITURES	BUDGET	2025/2026 YTD	% YTD	VARIANCE	2024/2025 YTD
Capital Expenditures	155,712	78,857	50.64%	76,855	321,051
Program Svs-Av, Books & Periodicals	1,252,180	832,363	66.47%	419,817	709,132
Program Svs-Imagination Library	65,500	58,414	89.18%	7,086	15,500
Personnel	3,845,600	2,927,885	76.14%	917,715	2,816,201
Office Supplies	55,000	33,339	60.62%	21,661	23,819
Repairs & Maintenance Supplies	41,000	31,977	77.99%	9,023	26,303
Purchased Services	794,500	544,267	68.50%	250,233	456,773
Communications	146,000	93,099	63.77%	52,901	90,919
Insurance	28,000	27,679	98.85%	321	26,621
Public Utilities	133,600	80,241	60.06%	53,359	66,982
Repairs & Maintenance Services	200,200	124,500	62.19%	75,700	195,356
Other Expenses (SBIT's)	85,441	85,441	100.00%	0	0
Transfers to Capital Projects	400,000	263,063	65.77%	136,937	200,000
TOTAL	7,202,733	5,181,126	71.93%	2,021,607	4,948,657

VARIANCES (+/-) Current in Bold

WILLARD PUBLIC LIBRARY

SUMMARY OF DISBURSEMENTS MARCH 2026

GENERAL FUND DISBURSEMENTS

Expenditures by check	199,417.59
<i>ELECTRONIC PAYMENTS (ACH)</i>	
Net payroll transfer	125,453.58
FICA & Federal withholding tax	41,033.89
State withholding tax	6,564.08
Battle Creek City withholding tax	1,221.24
City of Springfield withholding tax	15.75
MERS Retirement System	30,360.07
MERS Pension Funding	0.00
MPSERS Retirement System	2,828.70
MPSERS UAAL RATE STABILIZATION	0.00
Michigan Unemployment	0.00
BASIC (125 Plan 3rd party administrator)	5,071.58
MERS (Employee 457)	6,441.06
Friend of the Court	1,206.44
5th/3rd BANK (credit card)	10,690.87
Health Equity Employer Serv.	1,968.48
MESSA	56,769.25
Unum Life Insurance	587.53
Total Disbursements	489,630.11

**WILLARD PUBLIC LIBRARY CHECKS
MARCH 2026**

MONTHLY CHECK REGISTER

Check Number	Check Date	Vendor Name	Check Amount
056023	3/26/2026	ROBERT POTTER <i>Void Check</i>	(\$150.00)
056237	3/2/2026	BARNES & NOBLE INC	\$3,590.06
056238	3/2/2026	BINDER PARK ZOO	\$157.00
056239	3/2/2026	CALHOUN COUNTY TREASURER	\$385.94
056240	3/2/2026	CINTAS CORPORATION NO. 2	\$418.09
056241	3/2/2026	D. L. GALLIVAN LLC	\$1,127.95
056242	3/2/2026	CODY HOFFMAN RELIABLE PROPERTY MAINTENANCE LLC	\$2,700.00
056243	3/2/2026	EDWARD J KEHOE	\$210.00
056244	3/2/2026	LIBRARY IDEAS LLC	\$206.64
056245	3/2/2026	BRIAN L MORTIMORE DBA MORTIMORE CONSULTING LLC	\$2,000.00
056246	3/2/2026	KATHERINE AMANDA NICHOLS DBA PAININHEARTBRAIN	\$150.00
056247	3/2/2026	ROSE PEST SOLUTIONS INC	\$65.00
056248	3/2/2026	SENTINEL TECHNOLOGIES INC	\$246.41
056249	3/2/2026	CHRISTINA SMITH DBA MEMORIES WITH CHRISTINA NECOLE	\$150.00
056250	3/2/2026	RHONDA D WILLIAMS	\$150.00
056251	3/9/2026	BARNES & NOBLE INC	\$4,210.84
056252	3/9/2026	CALHOUN COUNTY TREASURER	\$32.88
056253	3/9/2026	CITY OF BATTLE CREEK CITY TREASURER	\$429.31
056254	3/9/2026	CINTAS CORPORATION NO. 2	\$57.66
056255	3/9/2026	FUN EXPRESS LLC	\$175.17
056256	3/9/2026	FANCY FRAY LLC DBA RECORD BOX LOFT LLC	\$400.00
056257	3/9/2026	CODY HOFFMAN RELIABLE PROPERTY MAINTENANCE LLC	\$7,144.32
056258	3/9/2026	COURTNEY HOOVER	\$150.00
056259	3/9/2026	JOHN BALL ZOO	\$498.00
056260	3/9/2026	LIBRARY IDEAS LLC	\$441.36
056261	3/9/2026	MIX HARDWARE	\$99.48
056262	3/9/2026	MISC BANK TRANSFER <i>To avoid dormant fee</i>	\$5.00
056263	3/9/2026	KATHERINE AMANDA NICHOLS DBA PAININHEARTBRAIN	\$150.00
056264	3/9/2026	OVERDRIVE INC	\$9,791.59
056265	3/9/2026	PRECISION PRINTER SERVICE INC	\$216.35
056266	3/9/2026	BLUE OX CREDIT UNION ATTN: JENNA DOHERTY	\$636.63
056267	3/9/2026	TRIPLE R ENTERPRISES INC. DBA TRIPLE R CONSULTANTS	\$2,880.00

Check Number	Check Date	Vendor Name	Check Amount
056268	3/9/2026	T-MOBILE USA INC	\$55.00
056269	3/16/2026	SEMCO ENERGY INC	\$724.56
056270	3/16/2026	BARNES & NOBLE INC	\$583.16
056271	3/16/2026	KELLY J. BAPTIST	\$1,500.00
056272	3/16/2026	CINTAS CORPORATION NO. 2	\$280.77
056273	3/16/2026	CHARLES D ELLIS LIBDATA	\$332.00
056274	3/16/2026	FOSTER SWIFT COLLINS & SMITH PC	\$240.30
056275	3/16/2026	FLYERS ENERGY LLC	\$39.14
056276	3/16/2026	GORDON FOOD SERVICE INC PAYMENT PROCESSING CT	\$318.41
056277	3/16/2026	CODY HOFFMAN RELIABLE PROPERTY MAINTENANCE LLC	\$3,106.00
056278	3/16/2026	JULIE NILA JACKSON	\$300.00
056279	3/16/2026	JESSICA M.S. ZIMMERMAN DBA JMSZ CONSULTING LLC	\$150.00
056280	3/16/2026	LIBRARY IDEAS LLC	\$107.28
056281	3/16/2026	KATHERINE AMANDA NICHOLS DBA PAININHEARTBRAIN	\$181.35
056282	3/16/2026	PRECISION PRINTER SERVICE INC	\$466.55
056283	3/16/2026	ROBERT POTTER	\$150.00
056284	3/16/2026	ROSE PEST SOLUTIONS INC	\$1,087.00
056285	3/16/2026	STAPLES INC STAPLES CONTRACT & COMMERCIAL LLC	\$114.36
056286	3/16/2026	TRANE COMPANY INC	\$3,806.50
056287	3/23/2026	ALLEGRA PRNT & IMAGING INC.	\$4,931.75
056288	3/23/2026	BARNES & NOBLE INC	\$3,869.88
056289	3/23/2026	BATTLE CREEK COMMUNITY FOUNDATION	\$335.00
056290	3/23/2026	NRB HOLDINGS, LLC DBA BOSKER BRICK COMPANY	\$530.97
056291	3/23/2026	DEMCO INC	\$179.80
056292	3/23/2026	FUN EXPRESS LLC	\$1,071.26
056293	3/23/2026	FLYERS ENERGY LLC	\$59.74
056294	3/23/2026	CODY HOFFMAN RELIABLE PROPERTY MAINTENANCE LLC	\$3,106.00
056295	3/23/2026	JULIE NILA JACKSON	\$150.00
056296	3/23/2026	JAMS MEDIA LLC DBA VIEW NEWSPAPER GROUP	\$716.00
056297	3/23/2026	KNIGHTWATCH INC	\$215.00
056298	3/23/2026	THE LIBRARY STORE INC	\$380.63
056299	3/23/2026	LIBRARY IDEAS LLC	\$52.76
056300	3/23/2026	MISC STAFF REIMBURSEMENT <i>Children's Supplies</i>	\$91.77
056301	3/23/2026	KATHERINE AMANDA NICHOLS DBA PAININHEARTBRAIN	\$150.00
056302	3/23/2026	OVERDRIVE INC	\$3,353.53
056303	3/23/2026	PRECISION PRINTER SERVICE INC	\$425.20
056304	3/23/2026	ROBERT POTTER	\$150.00

Check Number	Check Date	Vendor Name	Check Amount
056305	3/23/2026	BLUE OX CREDIT UNION ATTN: JENNA DOHERTY	\$636.63
056306	3/23/2026	STAPLES INC STAPLES CONTRACT & COMMERCIAL LLC	\$191.06
056307	3/23/2026	VARNUM RIDDERING SCHMIDT HOWLETT LLP	\$2,685.00
056308	3/30/2026	BARNES & NOBLE INC	\$590.95
056309	3/30/2026	CONSUMERS ENERGY INC	\$2,473.71
056310	3/30/2026	CINTAS CORPORATION NO. 2	\$523.10
056311	3/30/2026	FUN EXPRESS LLC	\$243.57
056312	3/30/2026	CODY HOFFMAN RELIABLE PROPERTY MAINTENANCE LLC	\$3,106.00
056313	3/30/2026	JULIE NILA JACKSON	\$150.00
056314	3/30/2026	KATHERINE AMANDA NICHOLS DBA PAININTHEARTBRAIN	\$150.00
056315	3/30/2026	ROBERT POTTER	\$300.00
056316	3/30/2026	ROSE PEST SOLUTIONS INC	\$72.00
056317	3/30/2026	STAPLES INC STAPLES CONTRACT & COMMERCIAL LLC	\$110.28
056318	3/30/2026	SHERWIN WILLIAMS	\$208.30
056319	3/30/2026	CHRISTINA SMITH DBA MEMORIES WITH CHRISTINA NECOLE	\$150.00
A05216	3/2/2026	BRODART COMPANY INC	\$122.23
A05217	3/2/2026	INGRAM LIBRARY SERVICE INC	\$8,566.82
A05218	3/2/2026	MIDWEST TAPE INC.	\$1,699.38
A05219	3/2/2026	BRODART COMPANY INC	\$221.75
A05220	3/2/2026	BK TEACHOUT INVESTIGATIONS INC	\$2,923.65
A05221	3/2/2026	GALE/CENGAGE LEARNING INC	\$235.40
A05222	3/2/2026	UNBOUND EVENTS INC DBA AUTHORS UNBOUND AGENCY	\$10,100.00
A05223	3/9/2026	BRODART COMPANY INC	\$210.61
A05224	3/9/2026	BLACKSTONE AUDIO BOOKS INC	\$340.59
A05225	3/9/2026	BATTLE CREEK PUBLIC SCHOOL	\$8,898.93
A05226	3/9/2026	BK TEACHOUT INVESTIGATIONS INC	\$3,264.25
A05227	3/9/2026	GALE/CENGAGE LEARNING INC	\$98.96
A05228	3/9/2026	DASTON CORPORATION	\$628.00
A05229	3/9/2026	INGRAM LIBRARY SERVICE INC	\$4,866.59
A05230	3/9/2026	MIDWEST TAPE INC.	\$11,676.28
A05231	3/9/2026	METRO FIBERNET LLC	\$1,862.74
A05232	3/9/2026	WASTE MANAGEMENT OF MI COMMERCIAL SERVICES INC	\$205.47
A05233	3/16/2026	BRODART COMPANY INC	\$142.95
A05234	3/16/2026	BK TEACHOUT INVESTIGATIONS INC	\$5,914.39
A05235	3/16/2026	BASIC	\$180.82
A05236	3/16/2026	PLAYAWAY PRODUCTS LLC	\$1,339.42
A05237	3/16/2026	INGRAM LIBRARY SERVICE INC	\$8,088.39

Check Number	Check Date	Vendor Name	Check Amount
A05238	3/16/2026	MIDWEST TAPE INC.	\$4,427.22
A05239	3/16/2026	UNIQUE INTEGRATED COMMUNICATIONS INC	\$552.70
A05240	3/23/2026	BLACKSTONE AUDIO BOOKS INC	\$478.20
A05241	3/23/2026	BATTLE CREEK PUBLIC SCHOOL	\$850.00
A05242	3/23/2026	BK TEACHOUT INVESTIGATIONS INC	\$2,907.55
A05243	3/23/2026	GALE/CENGAGE LEARNING INC	\$265.41
A05244	3/23/2026	INGRAM LIBRARY SERVICE INC	\$6,994.93
A05245	3/23/2026	MIDWEST TAPE INC.	\$878.31
A05246	3/23/2026	VERDANT COMMERCIAL CAPITAL LLC	\$981.80
A05247	3/30/2026	BRODART COMPANY INC	\$51.06
A05248	3/30/2026	BK TEACHOUT INVESTIGATIONS INC	\$3,265.38
A05249	3/30/2026	GALE/CENGAGE LEARNING INC	\$214.42
A05250	3/30/2026	PLAYAWAY PRODUCTS LLC	\$367.68
A05251	3/30/2026	INGRAM LIBRARY SERVICE INC	\$4,038.52
A05252	3/30/2026	LIBRARY DESIGN ASSOC INC	\$17,308.00
A05253	3/30/2026	MIDWEST TAPE INC.	\$620.84
Grand Totals			\$199,417.59

March
2026

OWEN ENDOWMENT FUND

2025/2026	Budget	YTD
Revenue & Transfers		
Contributions-Unrestricted	3,000	3,000
Transfer from General Fund	0	0
Interest Earnings	20,000	14,141
Total Revenue	23,000	17,141
Expenditures	0	0
Transfer to General Fund	0	0
Total Expenditures/Transfers	0	0
Revenue Over Expenditures	23,000	17,141
Fund Balance Beg of Year	1,113,561	1,113,561
Fund Balance End of Year	1,136,561	1,130,702

CAPITAL IMPROVEMENT & AUTOMATION FUND

2025/2026	Budget	YTD
Revenue & Transfers		
Other Misc Revenue	0	0
Transfer from General Fund	400,000	263,063
Interest Earnings	10,000	8,501
Total Revenue	410,000	271,564
Expenditures		
Purchased Services	0	0
Furniture & Fixtures	0	0
Construction & Renovation	65,000	0
Transfer to General Fund	0	0
Total Expenditures & Transfers	65,000	0
Revenue Over Expenditures	345,000	271,564
Fund Balance Beg of Year	1,342,826	1,342,826
Fund Balance End of Year	1,687,826	1,614,390

**Willard Library, Helen Warner Branch, and E-Branch
Library Statistical Report 2025/2026
3rd Quarter**

	July 2025 - March 2026	July 2024 - March 2025	% Change
WILLARD LIBRARY*			
Adult Fiction	18,435	19,055	-3%
Adult Nonfiction	20,256	21,602	-6%
Paperbacks	4,590	5,372	-15%
New Materials	38,883	42,245	-8%
Special Collections	5,686	5,761	-1%
Children's & YA Fiction	46,883	45,617	3%
Children's Nonfiction	9,859	8,924	10%
Audiobooks	7,222	6,701	8%
DVDs	66,467	73,511	-10%
Music CDs	4,183	2,943	42%
Total Circulation	222,464	231,731	-4%
HELEN WARNER BRANCH*			
Adult Fiction	10,898	10,503	4%
Adult/Children's Nonfiction	10,427	11,188	-7%
Paperbacks	651	950	-31%
New Materials	26,659	28,408	-6%
Special Collections	3,201	3,207	0%
Children's & YA Fiction	27,055	27,286	-1%
Audiobooks	2,920	1,820	60%
DVDs	18,554	20,960	-11%
Music CDs	1,270	1,116	14%
Total Circulation	101,635	105,438	-4%
E-BRANCH			
Children's eBooks	19,289	3,192	504%
Adult eBooks	59,794	63,029	-5%
Adult & Children's eAudiobooks	88,281	78,252	13%
Music Downloads	17,271	18,421	-6%
Digital Magazines	14,343	11,954	20%
Digital Video	2,952	3,423	-14%
Total Circulation**	201,930	178,271	13%
CHRONICLING BATTLE CREEK	78,324	187,059	-58%
Grand Total	604,353	702,499	-14%

**Willard Library, Helen Warner Branch, and E-Branch Combined
Library Statistical Report 2025/2026
3rd Quarter**

	July 2025 - March 2026	July 2024 - March 2025	% Change
Circulation			
Adult Fiction	29,333	29,558	-1%
Adult Nonfiction	30,683	32,790	-6%
Paperbacks	5,241	6,322	-17%
New Materials	65,542	70,653	-7%
Special Collections	8,887	8,968	-1%
Children's & YA Fiction	73,938	72,903	1%
Children's Nonfiction	9,859	8,924	10%
Audiobooks	10,142	8,521	19%
DVDs	85,021	94,471	-10%
Music CDs	5,453	4,059	34%
E-Branch Items	201,930	178,271	13%
Total Circulation	526,029	515,440	2%
Chronicling Battle Creek	78,324	187,059	-58%
Total Circulation including CBC	604,353	702,499	-14%
People Counter*	155,991	155,533	0.3%
Programs			
Adult Audiences	5,801	3,935	47%
Children's Audiences	9,514	6,146	55%
Total Audiences	15,315	10,081	52%
Public Computer Usage			
Computer Sessions	28,710	26,011	10%
Computer Time (Hours)	25,221	25,101	0.5%
Wireless Users	66,295	64,702	2%

**Willard Library Helen Warner Branch High Impact Programming
Library Statistical Report 2025/2026
3rd QUARTER**

	July 2025 - March 2026	July 2024 - March 2025	% Change
We support creativity			
Creative Space Program Attendance	2,370	2,018	17%
We area a community hub that offers casual settings for conversation, collaboration, and media consumption.			
Meeting Room Use-Sessions	1,871	1,708	10%
We build a strong foundation of literacy and foster a love of reading.			
Babytime & Storytime Attendance	3,795	3,686	3%
Adult Literary Event Attendance	877	635	38%
We present opportunities for growth in digital literacy.			
Book a Librarian-Sessions	158	138	14%
We deliver enriching experiences that enhance quality of life.			
Monday Night Children's Programming	1,123	831	35%
Total Impactful Programs	10,194	9,016	13%



REPORTS AND RECOMMENDATIONS

April 2026

DIRECTOR'S REPORT: Matt Willis, Director

- Results from Readers Survey
- Results from Burmese Survey
- Retail Approach

ADULT PROGRAMS UPDATE: Matt Willis, Director

- Cardio Drumming with Robert
- Yoga for Healthy Aging



2026 Readers Survey - Key Takeaways

Introduction

The reader survey was conducted from January through March 2026 to better understand how our community uses and experiences the library. A total of 728 responses were received, including 680 from current library users and 39 from non-users. In addition to offering the survey directly to library users, we made a deliberate effort to reach non-users by promoting it in the *Battle Creek Shopper*, on Facebook, and through a direct mail campaign.

While responses were primarily from current library users, the survey still provided meaningful insight into community priorities, perceptions, and needs. It also highlighted the ongoing challenge of engaging non-users and reinforced the importance of continuing outreach efforts to ensure those perspectives are more fully represented in future initiatives.

Perception of the Library

Very positive overall:

- Many responses like:
 - “Library is great”
 - “No complaints”
 - “You’re doing a great job”

Takeaway:

Overwhelmingly favorable community perception.

Reading Habits: Very Strong Engagement

Overall pattern:

- Overwhelming majority = “I read regularly”
- Smaller group = “I read occasionally”
- Very small group = “I do not read”

Takeaway:

Reading engagement is very high among respondents.

Library Use Frequency

Most common:

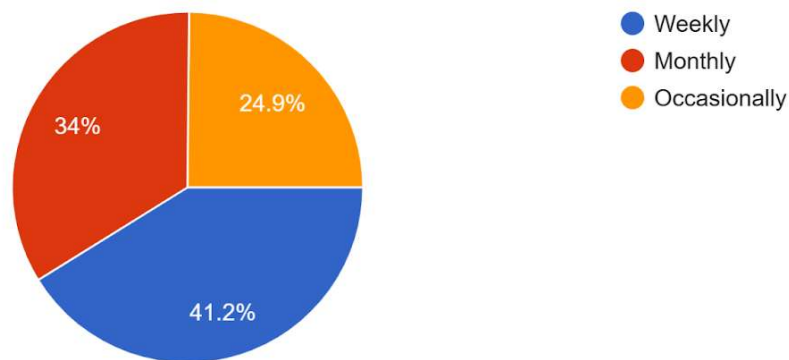
- Weekly users (largest group)
- Monthly users (second largest)
- Smaller group = occasional/non-users

Takeaway:

Strong core users with opportunity to grow light-use segments.

How often do you use the library?

680 responses



Formats of Reading/Listening Material

Most common formats:

1. Print books (dominant)
2. eBooks
3. eAudiobooks (Libby/Hoopla)
4. Audiobooks (CD/Playaway)

Key insight:

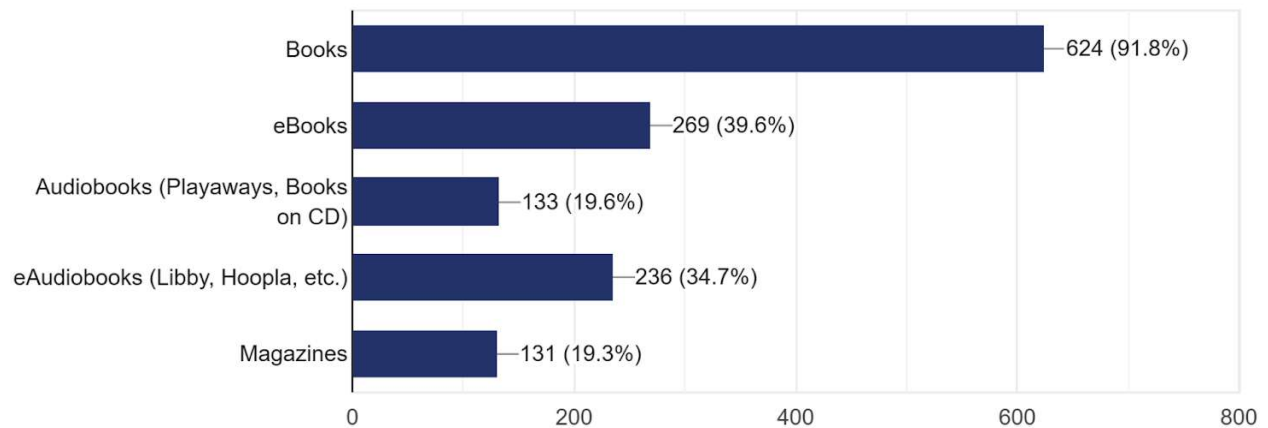
- Most readers are multi-format users
- Digital (especially Libby) is not niche—it's core

Takeaway:

Reading is a hybrid ecosystem, not print vs. digital.

What formats do you typically use for reading? Check all that apply.

680 responses



Discovery Behavior (How people choose books)

Top sources:

- Friends & family
- Social media (TikTok, Facebook, Instagram)
- Goodreads / online reviews
- Library browsing (shelves, displays)
- BookPage / NYT / media (smaller but consistent)

Takeaway:

Discovery is primarily social and online.

Challenges to Overcome

Wait times / availability

This appears frequently:

- “More copies of popular titles”
- “Long wait times on Libby”
- “Waited longer than two weeks”
- “Series incomplete”
- “Audiobooks hard to get”

Most impacted areas:

- eAudiobooks
- eBooks
- Popular/new titles
- Series completion

Digital Demand is Real and Growing

- Libby/Hoopla repeatedly mentioned
- Audiobooks especially important

Takeaway:

Digital demand is strong—especially for audiobooks—while wait times and availability remain the primary concern.

Opportunities to Improve Reading Experience

Key opportunities moving forward:

- Address wait times
- Improve digital experience
- Lean into displays + recommendations
- Create social reading opportunities
- Improve in-library experience
- Continue to look for ways to attract non-library users

Survey Representation

Most survey respondents were current library users, while non-users were underrepresented. As a result, the findings primarily reflect the experiences of those already engaged with the library. This highlights the need to strengthen outreach efforts and better capture non-user perspectives in future surveys.

AI Use Statement

AI tools were used to assist in summarizing and organizing survey responses. No personally identifiable patron information was shared with or processed by these tools.



2026 Burmese-Speaking Community Survey Summary

Based on a small sample (7 responses)

This survey indicates moderate current use but strong untapped potential within the Burmese community.

Key Points:

- Primary barriers: Lack of awareness of services and language challenges (not lack of interest)
- High interest in:
 - Library materials
 - Children's programming
 - Burmese-language programs
 - Technology help and practical life services
- Primary users: Families and children
- Effective outreach: Facebook, text messaging, and community networks (print less effective)
- Collection challenge: Burmese-language materials are difficult to source, with very limited publishing/distribution in the U.S.

Bottom Line:

This is a high-opportunity, underserved community. Improving communication, language access, and culturally relevant programming could significantly increase engagement.

AI Use Statement

AI tools were used to assist in summarizing and organizing survey responses. No personally identifiable patron information was shared with or processed by these tools.