

# **WARREN PUBLIC LIBRARY COMMISSION**

## **Regular Meeting**

**February 16, 2012**

**1. Call to Order:**

The regular meeting was called to order at 7:00 PM by Frank Pasternak.

**2. Roll Call:**

**Commissioners Present:** Chris Doebler, Annette Coach, Don McIntosh, and Carolyn Mocerì.

**Also Present:** Oksana Urban, Interim Library Director and John Puzzuoli, City of Warren Attorney's Office.

McIntosh moved to excuse Richard Palmer and Carolyn Sherwood, supported by Doebler; motion carried.

**3. Approval of Agenda:**

Doebler moved to approve the agenda, supported by Coach; motion carried.

**4. Approval of Minutes—Regular Meeting of January 19, 2012:**

Coach moved to approve the minutes of the Regular Meeting of January 19, 2012, supported by Doebler; motion carried.

**5. Reports:**

a) Monthly Line Item Budget Report:

b) Suburban Library Allocation Account: As of January 31, 2012 the balance of the Allocation Account was \$34,227.70, which was no change from December 31, 2011. Doebler moved to receive and file the Monthly Line Item Budget Report and the Suburban Library Allocation Account, supported by Coach; motion carried.

**6. Director's Report:**

a) Unique Management Report: The Unique Management Services Report, including accumulative totals, was reviewed. Through January, 2012 cash and material recovered totaled \$81,021.68. Total expenditures paid out were \$35,432.20.

b) Misc:

--Thirty one old and replaced computers from the Civic Center and Miller Libraries are being sold for \$75 each. Six have being sold to date bringing in \$450. Twenty five remain to be sold.

--Ten chairs from the Civic Center library have broken backs and legs that will need to be repaired or replaced.

--Oksana Urban will be putting in a request for replacing unraveling carpet in the computer area of the Civic Center Library. It was suggested that carpet squares could be used as replacements.

--Urban has prepared a list of items (i.e., installation of monitors and related wiring, etc.) that have not been done or completed relating to the original construction of the Civic Center Library. Urban will forward the list to Pasternak who will include it in a letter to the Mayor, City Council, and the DDA. She will also send a copy of the list to John Puzzuoli of the City Attorney's Office.

--A copy of the SLC's member survey of the most and least desired library services was handed out.

--RIFD tagging has started in the Warren libraries. Busch has completed the tagging and their scanner is being installed.

--Comcast has requested the use of the library computers to hold classes. They will pay for their use.

--It is still unknown as to who owns or is responsible for the old Administration Building. Mocerri made a resolution to have funds, no greater than \$500, available to do a title search to determine who owns the property, supported by Coach; motion passed. Mocerri also made a resolution to send a letter to the Historical Commission to inquire as to their interest in the building, supported by Coach; motion carried. Mocerri indicated that she plans to attend the March meeting of the Historical Commission to discuss this issue.

--Urban will write a policy to address the issue of computer users leaving their computers and returning to them at a later time, which ties up the computer for other users.

--Urban discussed some peoples' concern about groups of individuals being dropped off at the library on Sundays. Since they are not causing any problems and are orderly they are welcomed.

McIntosh moved to accept the Director's Report, supported by Coach; motion carried.

**7. Audience Participation:**

None

**8. Action Items:**

None, except for those indicated in the Director's Report.

**9. Friends of the Warren Public Library:**

There is a large book sale this coming weekend.

**10. S.L.C. Report—Frank Pasternak:**

Pasternak has nothing to report.

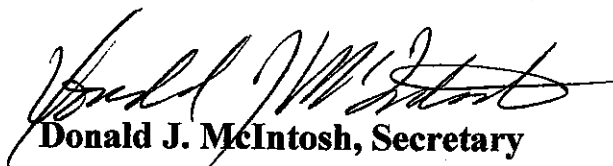
**11. Commissioner's Comments:**

None

**12. Next Meeting Date—March 15, 2012**

**13. Adjournment:**

Doebler moved to adjourn the meeting at 8:22 PM, supported by Mocerri; motion carried.



Donald J. McIntosh, Secretary

# SUMMARY STATEMENT OF BUDGET, EXPENDITURES, AND ENCUMBRANCES

## CITY OF WARREN-LIBRARY

PERIOD 07/01/11 - 06/30/12

as of 2/01/2012

		BUDGETED	ADJUSTMENT	CURRENT BUDGET	YTD EXPENDITURE	YTD ENCUMBERED	YTD UNENCUMBERED	% REMAINING
9271	70300	APPOINTED OFFICIAL	92,286.00	92,286.00	33,936.36		58,349.62	63.23%
9271	70600	PERMANENT EMPLOYEES	1,090,207.00	1,090,207.00	644,792.06		445,414.94	40.86%
9271	70714	PERM. PART-TIME	373,230.00	373,230.00	166,564.25		206,665.75	55.37%
9271	70900	OVERTIME	29,316.00	29,316.00	8,119.50		21,196.50	72.30%
9271	71000	SHIFT PREMIUM	11,138.00	11,138.00	5,157.40		5,980.60	53.70%
9271	71302	EDUCATION ALLOWANCE	9,200.00	9,200.00	10,800.00		(1,600.00)	-17.39%
9271	71500	SOCIAL SECURITY	126,807.00	126,807.00	65,352.33		61,454.67	48.46%
9271	71900	EMPLOYEE INS.	314,315.00	314,315.00	110,097.69		204,217.31	64.97%
9271	71904	RETIREE HEALTH INS.	368,949.00	368,949.00	202,179.35		166,769.65	45.20%
9271	72100	LONGEVITY	30,826.00	30,826.00	21,889.83		8,936.17	28.99%
9271	72200	RETIREMENT	468,009.00	468,009.00	250,470.56		217,538.44	46.48%
9271	72400	COST OF LIVING	-	-	-		-	
9271	72700	OFFICE SUPPLIES	62,750.00	62,750.00	24,210.10	11,321.77	27,218.13	43.36%
9271	72702	COPY MACHINE EXP.	14,000.00	14,000.00	3,482.86	3,214.42	7,302.72	52.16%
9271	80100	CONTRACTUAL SERVICES	193,500.00	193,500.00	22,713.75	22,175.75	148,610.50	76.80%
9271	80117	COOPERATIVE SERVICES	235,000.00	235,000.00	125,572.34		109,427.66	46.56%
9271	80130	CO-OP SERVICES-INDIR AID	23,000.00	23,000.00	13,039.32		9,960.68	43.31%
9271	80200	POSTAGE	5,000.00	5,000.00	1,105.60	312.51	3,581.89	71.64%
9271	80301	UNEMPLOYMENT COSTS	11,400.00	11,400.00	11,302.09		97.91	99.10%
9271	82201	VIDEO CASS & TAPES	20,000.00	20,000.00	12,453.21	713.89	6,832.90	34.16%
9271	82202	LIBRARY CIRCULATING MAT	38,500.00	38,500.00	22,169.83		16,330.17	42.42%
9271	82207	PERIODICALS	17,000.00	17,000.00	13,348.85		3,651.15	21.46%
9271	85300	TELEPHONE	15,000.00	15,000.00	4,632.03		10,367.97	69.12%
9271	86100	MILEAGE	1,000.00	1,000.00	427.55		572.45	57.25%
9271	86300	AUTO EXPENSE	4,000.00	4,000.00	823.44		3,176.56	79.41%
9271	86400	CONFERENCES-WRKSHOP	2,000.00	2,000.00			2,000.00	100.00%
9271	90200	BOOK BINDING	200.00	200.00			200.00	100.00%
9271	91000	INSURANCE/BONDS	30,600.00	30,600.00	30,600.00		-	0.00%
9271	92000	PUBLIC UTILITIES	220,000.00	220,000.00	80,537.47		139,462.53	63.39%
9271	93000	REPAIRS & MAINTENANCE	206,000.00	206,000.00	21,354.86	4,665.06	179,980.08	87.37%
9271	95000	ADMINISTRATIVE COSTS	153,000.00	153,000.00			-	0.00%
9271	95804	LIB COMM. DUES & EXP	500.00	500.00			500.00	100.00%
9271	96401	REF TAX PD UND PROTEST	30,000.00	30,000.00	17,433.69		12,566.31	41.89%
9271	96470	BUILDING AUTHORITY BONDS	137,000.00	137,000.00	105,883.93		31,116.07	22.71%
9271	96850	ACCUMULATED SICK LEAVE	97,000.00	97,000.00			97,000.00	100.00%
9271	96855	ACCUMULATED COMP TIME	7,000.00	7,000.00			7,000.00	100.00%
9271	98000	OFFICE EQUIPMENT	203,111.00	203,111.00	81,557.44		121,553.56	59.86%
9271	98200	BOOKS	300,000.00	300,000.00	136,299.12	1,025.77	162,675.11	54.23%
9271	99000	EST UNCOL TAXES	5,000.00	5,000.00			5,000.00	100.00%
	TOTAL		4,945,844.00	4,945,844.00	2,401,306.83	43,429.17	2,501,108.00	50.57%

**SUBURBAN LIBRARY COOPERATIVE  
CENTRALIZED PURCHASING EXPENSE FORM**

**LIBRARY NAME** Warren Public Library

**BALANCE AS OF** January 31, 2012

                    \$34,227.70                    

<b>VENDOR</b>	<b>PURPOSE</b>	<b>AMOUNT</b>
_____		\$ _____
_____		\$ _____
_____		\$ _____
_____		\$ _____
_____		\$ _____
_____		\$ _____
_____		\$ _____

**TOTAL EXPENSE REQUESTS**

                    \$ \_\_\_\_\_                    

**NEW BALANCE AS OF** \_\_\_\_\_

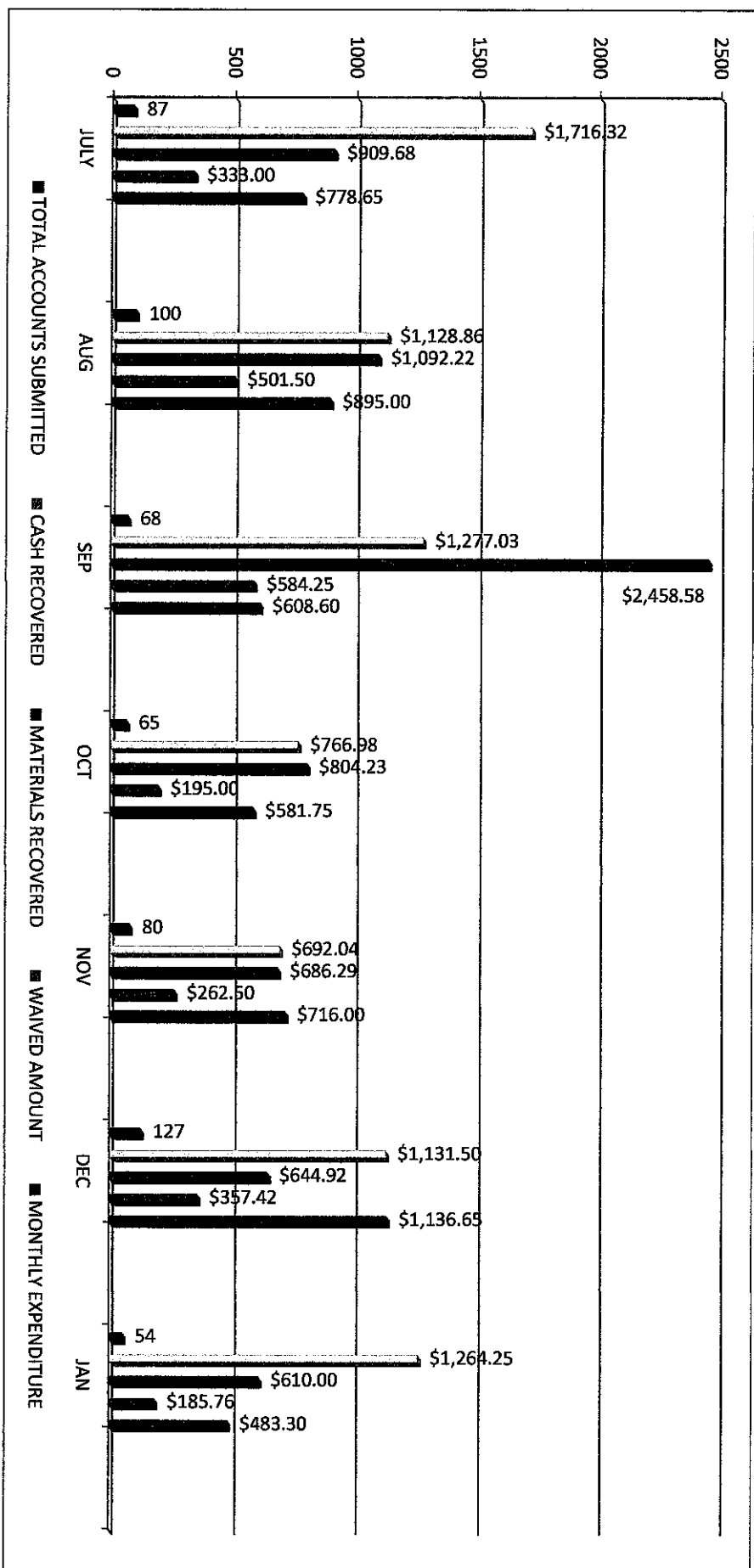
                    \$ \_\_\_\_\_                    

**PLEASE ATTACH INVOICES OR SUPPORTING DOCUMENTATION OF EXPENSE REQUESTS**

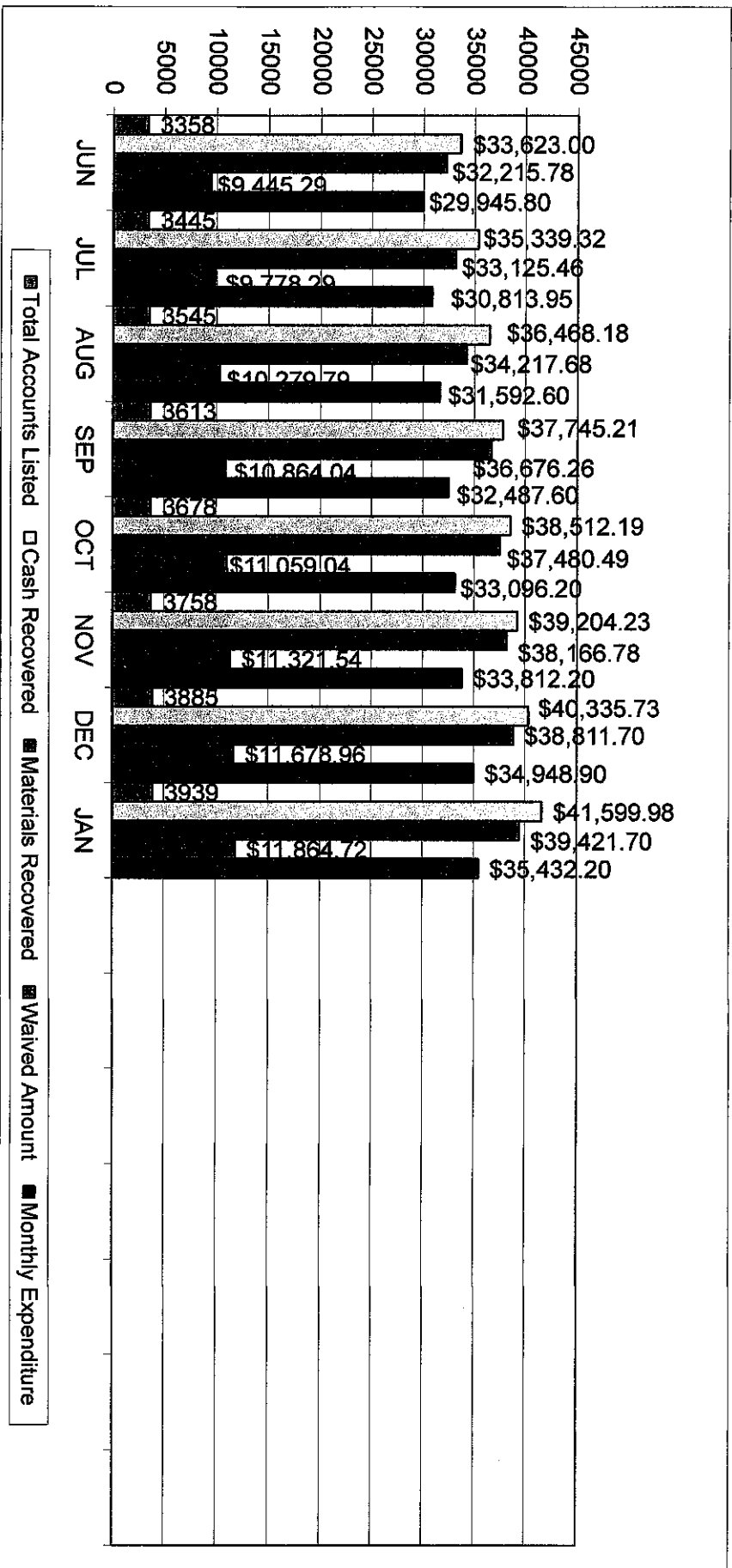
**DIRECTOR'S SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_

# Unique Management Services Report July 2011 - June 2012



# Unique Management Services Cumulative Report April 2009 - January 2012



The total expenditure from April 2009 - January 2012 was \$35,432.20.

Cooperative Director's Association  
Michigan Public Library Services  
Cooperatives Member Survey

## Suburban Library Cooperative

Total Number of Completes (total n): 20

A self-administered survey conducted via the internet (SurveyGizmo) using a list-based sample  
The survey fielding dates were 11/3/2011 to 11/18/2011

We need your input!

In the interest of better understanding customer needs and determining how best to improve Library Cooperatives we invite you to respond to this survey.

Please provide your candid thoughts and add any additional ideas or suggestions in the blank spaces provided throughout the survey. Your responses will be treated in confidence and no identifying information will be requested or reported.

This survey takes about 9 minutes to complete.

Q1 1. Please identify your Library class type:

I			
II	1	5.0%	
III	2	10.0%	
IV	3	15.0%	
V	5	25.0%	
VI	3	15.0%	
Unsure	6	30.0%	
Missing	0	0.0%	
	0	0.0%	

Q2 2. My library is a member of:

Detroit Library Cooperative	0	0.0%
Lake and Library Cooperative	0	0.0%
Mid-Michigan Library League	0	0.0%
Mid-eastern Michigan Library Cooperative	0	0.0%
Northland Library Cooperative	0	0.0%
Southwest Michigan Library Cooperative	0	0.0%
Suburban Library Cooperative	20	100.0%
Superior Land Library Cooperative	0	0.0%
The Library Network	0	0.0%
White Pine Library Cooperative	0	0.0%
Woodlands Library Cooperative	0	0.0%
Other	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%
	0	0.0%

Q3 3. When you consider how often you receive communications from your Cooperative, would you say they are communicating:

Too often		
About the right amount	0	0.0%
Not enough	20	100.0%
Missing	0	0.0%
	0	0.0%



Q4 4. Could you please elaborate?

11	55.0%
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Q5 5. on a scale of 1-7 with 7 meaning Excellent and 1 meaning very poor, how would you rate the cooperative in terms of communicating "very important" or "need to know" information:

Very Poor	2	3	4	5	6	Excellent	Unsure/ Missing
0	0	0	0	2	3	14	9
0.0%	0.0%	0.0%	0.0%	10.0%	20.0%	70.0%	0.0%

Q6 6. On a scale of 1-7 with 7 meaning Excellent and 1 meaning Very Poor, how good of a job does the Cooperative do in providing you with advance notice on trainings and inservices that are available from the Cooperative as well as

	Very Poor	2	3	4	5	6	Excellent	Unknown	Missing
Count	0	0	0	0	2	5	12	1	0
%	0.0%	0.0%	0.0%	0.0%	10.0%	25.0%	60.0%	5.0%	0.0%

Q7 - 7. On a scale of 1-7 scale with 7 meaning very much and 1 meaning very little, how much opportunity for input into the program offerings and services do you feel you have with your cooperative?

	Very Little	2	3	4	5	6	Very Much	Unsure	Missing
N	0	0	1	0	2	5	11	1	0
%	0.0%	0.0%	5.0%	0.0%	10.0%	25.0%	55.0%	5.0%	0.0%

8. what additionally or differently could your cooperative do to keep you more informed or stay current with your needs/interests?

Q8_1	weekly e-mail reminders	11	35.0%
Q8_2	facebook page (if one doesn't exist)	2	10.0%
Q8_3	Twitter (if not already doing)	4	20.0%
Q8_4	Google Calendar (shared)	0	0.0%
Q8_5	Other	0	0.0%
Q8_6	Unsure	3	15.0%
Note: this question is 'check all that apply' so n's may not total 20 exactly		12	60.0%

Note: this question is 'check all that apply' so n's may not total 20 and %'s may not sum to 100.

09 9. On a scale of 1-7 with 7 meaning Excellent and 1 meaning Very Poor, how good of a job does my Cooperative do in providing the classes/trainings that I need to keep my staff on track professionally?

	Very Poor	2	3	4	5	6	Excellent	Unsure	Missing
n	0	0	0	2	4	6	7	1	0
%	0.0%	0.0%	0.0%	10.0%	20.0%	30.0%	35.0%	5.0%	0.0%

Q10 10. On a scale of 1-7 with 1 meaning Very Effective and 7 meaning Not at all Effective, of the classes and trainings provided, overall, how effective are these in meeting my training/in-service needs?

Not at all Effective	2	3	4	5	6	Very Effective	Unsure	Missing
0	0	0	1	5	5	6		
0.0%	0.0%	0.0%	5.0%	25.0%	25.0%	30.0%	15.0%	10.0%

Q11 11. What could my cooperative do better to meet my training/in-service needs?

Move to video conferences for accessibility	0	0.0%
Move to webinars to increase accessibility/affordability	3	15.0%
Increase the number of training offerings	6	30.0%
Decrease the number of training offerings	0	0.0%
Other	2	10.0%
Unsure	9	45.0%
Missing	0	0.0%

Q12 12. Different cooperatives provide different training/services. Do you have training or service needs for your library that are not currently being offered by your cooperative?

Please type one training/service need per line (up to three)

Q12.1 T 1st Service:		
Q12.2 T 2nd Service:	8	40.0%
Q12.3 T 3rd Service:	4	20.0%
	2	10.0%

Note: These are an open-ended text responses. Please click on the service links Q12.1, Q12.2, and Q12.3 to view responses and collect additional data.

13. Given the list of services which may or may not be offered by your Cooperative, please rank the top 5 of those you most want to keep or have if you don't have now.

## Q13.1 1st Most Desired:

Advocacy	0	0.0%
Delivery/RIDES	6	30.0%
Continuing Education	0	0.0%
Group Purchasing- Databases (Example: OverDrive)	1	5.0%
E-rate Application	0	0.0%
Group Purchasing-Materials	0	0.0%
Group Purchasing-Equipment	0	0.0%
Group Purchasing-Software	0	0.0%
Marketing/PR	0	0.0%
Consulting	1	5.0%
Grant Writing	0	0.0%
Research and Development	1	5.0%
Shared Automated System	0	0.0%
Technology Consulting	8	40.0%
Hardware/Software Tech Support	0	0.0%
Trustee and Board Training	1	5.0%
Wide Area Network	0	0.0%
Youth Services	0	0.0%
Web Hosting	0	0.0%
Interlibrary Loan Services	0	0.0%
Other	1	5.0%
Missing	0	0.0%

## Q13.2 2nd Most Desired:

Advocacy	0	0.0%
Delivery/RIDES	3	15.0%
Continuing Education	1	5.0%
Group Purchasing- Databases (Example: OverDrive)	3	15.0%
E-rate Application	1	5.0%
Group Purchasing-Materials	0	0.0%
Group Purchasing-Equipment	0	0.0%
Group Purchasing-Software	0	0.0%
Marketing/PR	0	0.0%
Consulting	0	0.0%
Grant Writing	0	0.0%
Research and Development	0	0.0%
Shared Automated System	1	5.0%
Technology Consulting	4	20.0%
Hardware/Software Tech Support	1	5.0%
Trustee and Board Training	1	5.0%
Wide Area Network	0	0.0%
Youth Services	0	0.0%
Web Hosting	0	0.0%
Interlibrary Loan Services	1	5.0%
Other	3	15.0%
Missing	0	0.0%



## Q13\_3 3rd Most Desired:

Advocacy	1	5.0%
Delivery/RIDES	2	10.0%
Continuing Education	0	0.0%
Group Purchasing- Databases (Example: OverDrive)	1	5.0%
E-rate Application	0	0.0%
Group Purchasing-Materials	1	5.0%
Group Purchasing-Equipment	2	10.0%
Group Purchasing-Software	1	5.0%
Marketing/PR	0	0.0%
Consulting	0	0.0%
Grant Writing	0	0.0%
Research and Development	1	5.0%
Shared Automated System	0	0.0%
Technology Consulting	1	5.0%
Hardware/Software Tech Support	0	0.0%
Trustee and Board Training	7	35.0%
Wide Area Network	0	0.0%
Youth Services	0	0.0%
Web Hosting	0	0.0%
Interlibrary Loan Services	0	0.0%
Other	1	5.0%
Missing	0	0.0%

## Q13\_4 4th Most Desired:

Advocacy	1	5.0%
Delivery/RIDES	1	5.0%
Continuing Education	2	10.0%
Group Purchasing- Databases (Example: OverDrive)	0	0.0%
E-rate Application	0	0.0%
Group Purchasing-Materials	0	0.0%
Group Purchasing-Equipment	0	0.0%
Group Purchasing-Software	4	20.0%
Marketing/PR	1	5.0%
Consulting	1	5.0%
Grant Writing	0	0.0%
Research and Development	2	10.0%
Shared Automated System	0	0.0%
Technology Consulting	0	0.0%
Hardware/Software Tech Support	0	0.0%
Trustee and Board Training	2	10.0%
Wide Area Network	0	0.0%
Youth Services	1	5.0%
Web Hosting	0	0.0%
Interlibrary Loan Services	1	5.0%
Other	2	10.0%
Missing	0	0.0%

## Q13\_5 5th Most Desired:

Advocacy	0	0.0%
Delivery/RIDES	1	5.0%
Continuing Education	2	10.0%
Group Purchasing- Databases (Example: OverDrive)	2	10.0%
E-rate Application	0	0.0%
Group Purchasing-Materials	1	5.0%
Group Purchasing-Equipment	2	10.0%
Group Purchasing-Software	0	0.0%
Marketing/PR	0	0.0%
Consulting	0	0.0%
Grant Writing	0	0.0%
Research and Development	2	10.0%
Shared Automated System	0	0.0%
Technology Consulting	0	0.0%
Hardware/Software Tech support	1	5.0%
Trustee and Board Training	3	15.0%
Wide Area Network	0	0.0%
Youth Services	1	5.0%
Web Hosting	2	10.0%
Interlibrary Loan Services	1	5.0%
Other	0	0.0%
Missing	0	0.0%
	2	10.0%

14. Given the list of services which may or may not be offered by your Cooperative, please rank the bottom 5 of those you value the least or don't want/need.

## Q14\_1 1st Least Desired:

Advocacy	0	0.0%
Delivery/RIDES	0	0.0%
Continuing Education	0	0.0%
Group Purchasing- Databases (Example: OverDrive)	0	0.0%
E-rate Application	0	0.0%
Group Purchasing-Materials	5	25.0%
Group Purchasing-Equipment	1	5.0%
Group Purchasing-Software	0	0.0%
Marketing/PR	0	0.0%
Consulting	1	5.0%
Grant Writing	2	10.0%
Research and Development	3	15.0%
Shared Automated System	2	10.0%
Technology Consulting	0	0.0%
Hardware/Software Tech support	0	0.0%
Trustee and Board Training	0	0.0%
Wide Area Network	0	0.0%
Youth Services	1	5.0%
Web Hosting	2	10.0%
Interlibrary Loan Services	0	0.0%
Other	0	0.0%
Missing	0	0.0%
	3	15.0%

## Q14\_2 2nd Least Desired:

	n	%
Advocacy	0	0.0%
Delivery/RIDES	0	0.0%
Continuing Education	0	0.0%
Group Purchasing- Databases (Example: Overdrive)	0	0.0%
E-rate Application	0	0.0%
Group Purchasing-Materials	1	5.0%
Group Purchasing-Equipment	1	5.0%
Group Purchasing-Software	0	0.0%
Marketing/PR	0	0.0%
Consulting	2	10.0%
Grant Writing	4	20.0%
Research and Development	0	0.0%
Shared Automated System	0	0.0%
Technology Consulting	2	10.0%
Hardware/Software Tech Support	0	0.0%
Trustee and Board Training	0	0.0%
Wide Area Network	2	10.0%
Youth Services	3	15.0%
Web Hosting	2	10.0%
Interlibrary Loan Services	0	0.0%
Other	0	0.0%
Missing	0	0.0%
	3	15.0%

## Q14\_3 3rd Least Desired:

	n	%
Advocacy	1	5.0%
Delivery/RIDES	0	0.0%
Continuing Education	0	0.0%
Group Purchasing- Databases (Example: Overdrive)	2	10.0%
E-rate Application	0	0.0%
Group Purchasing-Materials	2	10.0%
Group Purchasing-Equipment	0	0.0%
Group Purchasing-Software	0	0.0%
Marketing/PR	0	0.0%
Consulting	2	10.0%
Grant Writing	1	5.0%
Research and Development	0	0.0%
Shared Automated System	5	25.0%
Technology Consulting	0	0.0%
Hardware/Software Tech Support	1	5.0%
Trustee and Board Training	0	0.0%
Wide Area Network	0	0.0%
Youth Services	0	0.0%
Web Hosting	1	5.0%
Interlibrary Loan Services	1	5.0%
Other	1	5.0%
Missing	0	0.0%
	3	15.0%



## Q14\_4 4th Least Desired:

	Count	Percentage
Advocacy	0	0.0%
Delivery/RIDES	0	0.0%
Continuing Education	1	5.0%
Group Purchasing- Databases (Example: OverDrive)	0	0.0%
E-rate Application	2	10.0%
Group Purchasing-Materials	0	0.0%
Group Purchasing-Equipment	0	0.0%
Group Purchasing-Software	0	0.0%
Marketing/PR	0	0.0%
Consulting	0	0.0%
Grant Writing	3	15.0%
Research and Development	1	5.0%
Shared Automated System	2	10.0%
Technology Consulting	0	0.0%
Hardware/Software Tech support	0	0.0%
Trustee and Board Training	0	0.0%
Wide Area Network	5	25.0%
Youth Services	0	0.0%
Web Hosting	2	10.0%
Interlibrary Loan Services	1	5.0%
Other	0	0.0%
Missing	0	0.0%
	3	15.0%

## Q14\_5 5th Least Desired:

	Count	Percentage
Advocacy	1	5.0%
Delivery/RIDES	1	5.0%
Continuing Education	1	5.0%
Group Purchasing- Databases (Example: OverDrive)	0	0.0%
E-rate Application	0	0.0%
Group Purchasing-Materials	0	0.0%
Group Purchasing-Equipment	0	0.0%
Group Purchasing-Software	0	0.0%
Marketing/PR	1	5.0%
Consulting	2	10.0%
Grant Writing	1	5.0%
Research and Development	1	5.0%
Shared Automated System	0	0.0%
Technology Consulting	0	0.0%
Hardware/Software Tech Support	1	5.0%
Trustee and Board Training	0	0.0%
Wide Area Network	4	20.0%
Youth Services	1	5.0%
Web Hosting	1	5.0%
Interlibrary Loan Services	1	5.0%
Other	0	0.0%
Missing	1	5.0%
	3	15.0%

15. If there was no state aid, which of the services below would your library be willing to pay for?

Please select all that apply

Q15.1	Advocacy	0	0.0%
Q15.2	Delivery/RTDES	0	0.0%
Q15.3	Continuing Education	13	65.0%
Q15.4	Group Purchasing- Databases (Example: OverDrive)	4	20.0%
Q15.5	E-rate Application	6	30.0%
Q15.6	Group Purchasing-Materials	0	0.0%
Q15.7	Group Purchasing-Equipment	7	35.0%
Q15.8	Group Purchasing-Software	8	40.0%
Q15.9	Marketing/PR	5	25.0%
Q15.10	Consulting	1	5.0%
Q15.11	Grant Writing	0	0.0%
Q15.12	Research and Development	1	5.0%
Q15.13	Shared Automated System	1	5.0%
Q15.14	Technology Consulting	10	50.0%
Q15.15	Hardware/Software Tech Support	4	20.0%
Q15.16	Trustee and Board Training	9	45.0%
Q15.17	Wide Area Network	2	10.0%
Q15.18	Youth Services	4	20.0%
Q15.19	Web Hosting	2	10.0%
Q15.20	Interlibrary Loan Services	3	15.0%
Q15.21	Other	7	35.0%
Q15.22	None of the Above	0	0.0%
		3	15.0%

Note: this question is 'check all that apply' so n's may not total 20 and %'s may not sum to 100.

Q16 16. How many days per week does your library currently receive delivery of materials?

1 day per week	0	0.0%
2 days per week	1	5.0%
3 days per week	0	0.0%
4 days per week	1	5.0%
5 days per week	17	85.0%
6 days per week	1	5.0%
7 days per week	0	0.0%
Some other schedule	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%

Q17 17. How many days per week does your library need delivery of materials?

1 day per week	0	0.0%
2 days per week	1	5.0%
3 days per week	2	10.0%
4 days per week	1	5.0%
5 days per week	16	80.0%
6 days per week	0	0.0%
7 days per week	0	0.0%
Some other schedule	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%



Q18 18. If your Library were to pay the full cost of materials delivery, how many days per week would you request materials delivery?

1 day per week	2	10.0%
2 days per week	2	10.0%
3 days per week	10	50.0%
4 days per week	0	0.0%
5 days per week	4	20.0%
6 days per week	0	0.0%
7 days per week	0	0.0%
Some other schedule	0	0.0%
Unsure	0	0.0%
Missing	2	10.0%

Q19 19. While member Libraries don't pay directly for co-op services except for some direct fee assessments, there is a perceived 'value' for the dollars spent.

How much value do you believe your Cooperative provides overall to your Library for the 'dollars spent'?

Very high value	14	70.0%
High value	3	15.0%
Medium value	2	10.0%
Low value	1	5.0%
very low value	0	0.0%
Other	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%

Q20 20. Historically there has been a concern that state aid is not a very important piece of funding for public libraries but very important for the survival of the Cooperatives.

With the decrease in funding would your library be willing to have all state aid used to support the Cooperatives?

Yes	0	0.0%
No	9	45.0%
Unsure	5	25.0%
Missing	6	30.0%

Q21 21. Could you please elaborate?

Non-Blank Response

9	45.0%
---	-------

Note: This is an open-ended response. Please click the 'Non-Blank Response' link to view responses to this question.

Q22 22. When I have a question regarding Library 'best practice' I consider my Cooperative to be:

A reliable source for the answer	15	75.0%
A somewhat reliable source of information	1	5.0%
Neither reliable nor unreliable as a source of information	3	15.0%
A somewhat unreliable source of information	0	0.0%
An unreliable source of information	0	0.0%
Unsure	1	5.0%
Missing	0	0.0%

Q23 23. When I have a question regarding Library News/Issues, I consider my Cooperative to be:

A reliable source for the answer	15	75.0%
A somewhat reliable source of information	2	10.0%
Neither reliable nor unreliable as a source of information	2	10.0%
A somewhat unreliable source of information	0	0.0%
An unreliable source of information	0	0.0%
Unsure	1	5.0%
Missing	0	0.0%

Q24 24. When I have a question regarding Library Finances I consider my Cooperative to be:

A reliable source for the answer	12	60.0%
A somewhat reliable source of information	5	25.0%
Neither reliable nor unreliable as a source of information	2	10.0%
A somewhat unreliable source of information	0	0.0%
An unreliable source of information	0	0.0%
Unsure	1	5.0%
Missing	0	0.0%

25. What role(s) should cooperatives play over the next 5 years?

Please choose roles in order of importance with the first column ("1st") being the most important and the last column ("6th") being the least

Q25_1 Advocacy	3	15.0%
Q25_2 Discounts	2	10.0%
Q25_3 Education/Training	0	0.0%
Q25_4 Technology Support	14	70.0%
Q25_5 Consulting	0	0.0%
Q25_6 Marketing/PR	0	0.0%

Note: this question is 'check all that apply' so n's may not total 20 and %'s may not sum to 100.

Q26 26. What is the single most important outcome your Cooperative provides for your Library today?

Advocacy	0	0.0%
Discounts	1	5.0%
Education/Training	0	0.0%
Technology Support	14	70.0%
Consulting	0	0.0%
Marketing/PR	0	0.0%
other	5	25.0%
Unsure	0	0.0%
Missing	0	0.0%

Q27 27. What is the least important outcome your Cooperative provides for your Library today?

Advocacy	0	0.0%
Discounts	2	10.0%
Education/Training	1	5.0%
Technology Support	1	5.0%
Consulting	5	25.0%
Marketing/PR	8	40.0%
Other	0	0.0%
Unsure	2	10.0%
Missing	0	0.0%

28. If you could change any aspects of your Cooperative to make it work better for your Library what would they be?

Please type one aspect per line (up to three)

Q28.1 T 1st Aspect:	9	45.0%
Q28.2 T 2nd Aspect:	3	15.0%
Q28.3 T 3rd Aspect:	2	10.0%

Note: These are an open-ended text responses. Please click the Aspect link to view responses to these questions.

Q29 T 29. What additional comments, thoughts or suggestions would you like to make to improve how your Cooperative serves your Library?

Non-Blank Response

4	20.0%
---	-------

Note: This is an open-ended response. Please click the Non-Blank Response link to view responses to this question.

To help ensure we have a balanced sample, please complete the following questions:

Q30 30. What is your current (2011) total budget?

Less than \$100,000	2	10.0%
\$100,001-\$300,000	2	10.0%
\$300,001-\$1,000,000	7	35.0%
\$1,000,001-\$5,000,000	7	35.0%
\$5,000,001+	2	10.0%
Other	0	0.0%
Unsure	0	0.0%
Missing	0	0.0%

Q31 31. What percent of your Library's budget do E-Books currently take?

.1% to 1%	7	35.0%
1.1% to 3%	2	10.0%
3.1%-5.1%	2	10.0%
5.1% or more	0	0.0%
Other % or Dollar Amt	2	10.0%
Library does not offer E-Books	4	20.0%
Unsure	3	15.0%
Missing	0	0.0%

Q32 32. How many current (2011) Full-Time Employees (FTEs) does your Library employ?



1-3		
4-15	6	30.0%
16-25	3	10.0%
26 or more	4	20.0%
Other	1	5.0%
Unsure	1	5.0%
Missing	0	0.0%
	0	0.0%

Q33 33. What is your current (2011) materials budget?

Less than \$15,000		
\$15,001-\$25,000	4	20.0%
\$25,001-\$40,000	1	5.0%
\$40,001-\$75,000	4	20.0%
\$75,001-\$150,000	2	10.0%
\$150,001 or more	3	15.0%
Other or Percentage	5	25.0%
Unsure	0	0.0%
Missing	1	5.0%
	0	0.0%

Thank you for your input!

We will compile the results and provide a report back to the membership.

<< there were no open-ended responses to this question >>

- 274 Q4\_T On average, communication is timely and relevant. This is especially so due to the staff limitations. The coop staff does a good job with whom they have and the scope of work being done.
- 277 Q4\_T SLC does a great job of communicating with its members.
- 289 Q4\_T Tammy and her staff are excellent about keeping communication to a reasonable level. I think it's unfortunate she has to forward things from MICHLIB\_L to directors because they should all be on the list on their own. On the other hand, I don't run a small library and perhaps this brings along others and is helpful.
- 334 Q4\_T I expect to be notified when there are situations that affect my library (ie: delivery late ect.) and I am.
- 364 Q4\_T There is excellent communication from the cooperative, plus monthly meetings and committee participation.
- 382 Q4\_T I receive emails about every other day, and participate in 1-2 meetings per month. Whenever we meet, it is always valuable information.
- 394 Q4\_T Our Cooperative keeps us well informed in a timely manner; I'm the type of person who'd rather have more communication than less, yet I never feel inundated with messages from my Coop. They seem to get it just right!
- 405 Q4\_T The cooperative director is very responsive to questions; also forwards all communication about state aid, MelCat, Mel databases and any other items of note from local, state and federal authorities.
- 434 Q4\_T whenever good or bad info comes their way that pertains to whomever, they are very quick in sending info.
- 453 Q4\_T We receive info when needed. We don't get a lot of unnecessary material from them.
- 488 Q4\_T Pertinent issues are addressed immediately.

- 274 Q8\_T Quarterly Newsletter. Delivery method could be hard copy or email or Facebook page. But it would be a time to reflect on past, present & future endeavors or opportunities.
- 289 Q8\_T Nothing, it's fine as it is.
- 382 Q8\_T A more interactive website with blogs or forums

- 274 Q11\_T Re-instate yearly in-service training retreat
- 289 Q11\_T We don't rely on our cooperative for training or in-service.

- 274 Q12\_1\_T Microsoft office software classes

289 Q12\_1\_T None  
 334 Q12\_1\_T MS Office Excel  
 348 Q12\_1\_T crisis training  
 357 Q12\_1\_T ebook devices  
 382 Q12\_1\_T Library staff could benefit from facebook/twitter training  
 441 Q12\_1\_T More indepth tech support  
 488 Q12\_1\_T Public relations with patrons

274 Q12\_2\_T Yearly in-service retreat  
 348 Q12\_2\_T vision for future services  
 382 Q12\_2\_T Basic computer troubleshooting for staff/public pcs  
 488 Q12\_2\_T staff relations

348 Q12\_3\_T best praictices  
 488 Q12\_3\_T Telephone

<< there were no open-ended responses to this question >>

<< there were no open-ended responses to this question >>

<< there were no open-ended responses to this question >>

<< there were no open-ended responses to this question >>

<< there were no open-ended responses to this question >>

<< there were no open-ended responses to this question >>

<< there were no open-ended responses to this question >>

- Q Num: 21. Could you please elaborate on your follow up to Q20?
- 274 Q21\_T #20 is an excellent question. Yes, this idea could be supportable if it became needed - with one caveat. Something in return (e.g., constitutional guarantee on being held harmless on PPT, etc.) would be needed in return to relinquish the funding stream.
- 277 Q21\_T The cooperatives support of the public library is a greater financial benefit to the local library than any state aid to the local libraries.
- 289 Q21\_T My library could exist just fine without the cooperative. Most of the other libraries in my cooperative would have a hard time, especially when it comes to technology. If maintaining the cooperative or similar organization means the other libraries are stronger and more efficient then it ultimately benefits all of us.
- 334 Q21\_T It is very difficult to say yes when there are so many variables and decision makers involved in determining this.
- 364 Q21\_T Our budget was severely cut, and anything we get helps boost our purchasing power.
- 382 Q21\_T Because of the size of my library, my state aid checks are minimal and do not even go directly to my library. The funds go to the my city's general fund but does not increase my allocated expenditure funding. I firmly believe that my library could not survive without my cooperative and would be happy to give all state aid funds to my coop (we pay them 1/2 the amount already so I wouldn't even feel it and my cooperative could be supported.)
- 394 Q21\_T The services my Cooperative provides far exceed the state aid I receive; if I had to pay for all the services the Coop provides as an individual library, it would cost me much more than what I currently receive in state aid.
- 404 Q21\_T With tax revenue providing more than 90% of our library's annual income--coupled with drastically declining taxable values of real property--we need every penny of income we can get.
- 434 Q21\_T I have a small budget and need every thing I can get.

- Q Num: 26. What is the single most important thing your cooperative provides for your library today? (other)
- 289 Q26\_T Delivery
- 402 Q26\_T Shared Automation System
- 405 Q26\_T delivery
- 432 Q26\_T Shared automation system
- 441 Q26\_T shared system

<< there were no open-ended responses to this question >>

- 274 Q28\_1\_T Pursuit of grants  
 348 Q28\_1\_T unsure  
 364 Q28\_1\_T My cooperative is expertly run.  
 382 Q28\_1\_T Expanded variety of professional training as opposed to basic trainings  
 404 Q28\_1\_T Coerce me into attending its monthly meetings.  
 432 Q28\_1\_T Offer more technology support.  
 441 Q28\_1\_T Better communication involving shared system regarding problems and the pending answers  
 453 Q28\_1\_T More continuing education classes  
 488 Q28\_1\_T status quo works well

- 274 Q28\_2\_T Increase staff so that more than basic initiatives could be pursued  
 432 Q28\_2\_T Reduce the cost of shared system.  
 441 Q28\_2\_T When there is a "glitch" in the system informing all libraries of the problem as well as the resolution

- 274 Q28\_3\_T Some program or shared benefit that would bring better cohesiveness between class sizes within the cooperative libraries  
 441 Q28\_3\_T Better understanding of the individual library's practices and how this affects other libraries and their policies and procedures

- 382 Q29\_T I am very thankful for my cooperative--my library could not survive without their support.  
 394 Q29\_T My Cooperative does an outstanding job serving my Library, and knowing the current financial situation I have no suggestions for improvement. Certainly, if the economic situation changes for the better I would like to see reinstated some of the things we've lost--Interlibrary loan through OCLC, for example--and some additional services added, but with what we all have to work with, I am both pleased with and thankful for my Cooperative's assistance, services, and support.  
 404 Q29\_T Frankly, I think SLC and its director serve the interests of member libraries to the greatest degree possible given financial/personnel limitations.  
 488 Q29\_T Can't think of anything at this time.

<< there were no open-ended responses to this question >>

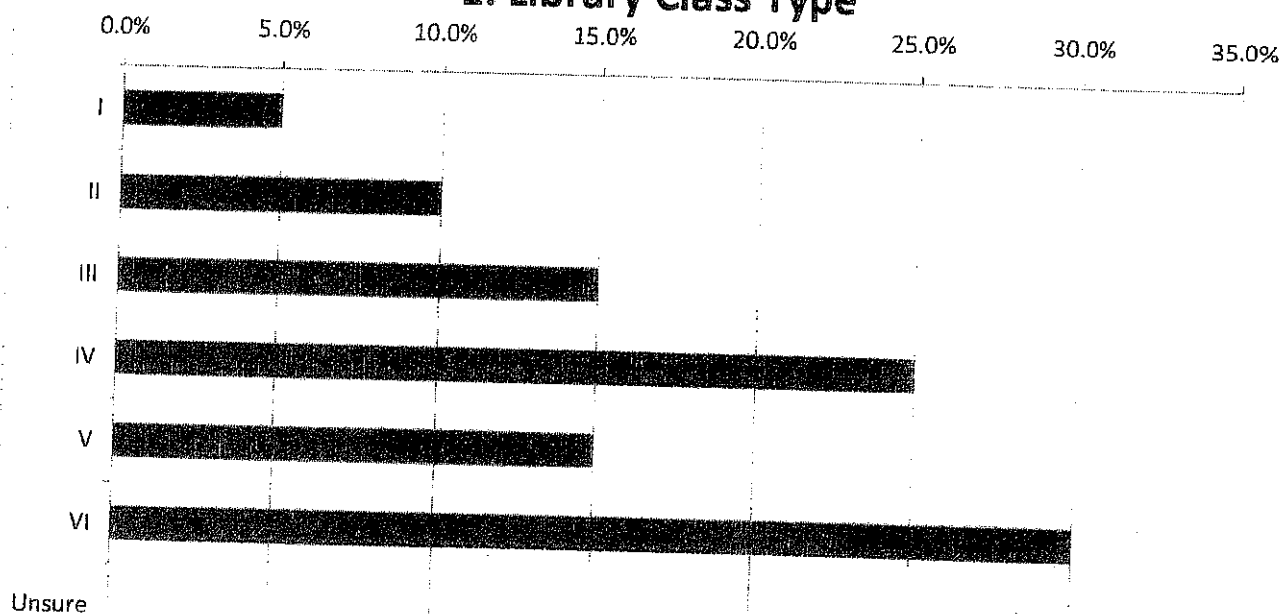
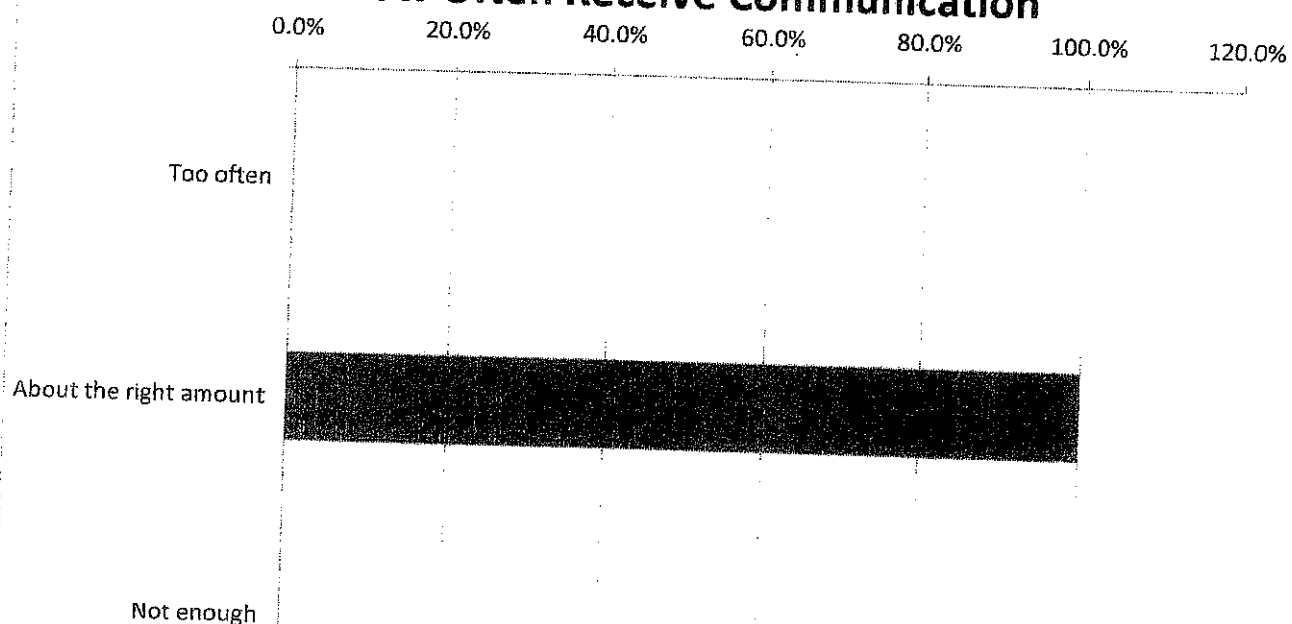
- 402 Q31\_T Friends pay for



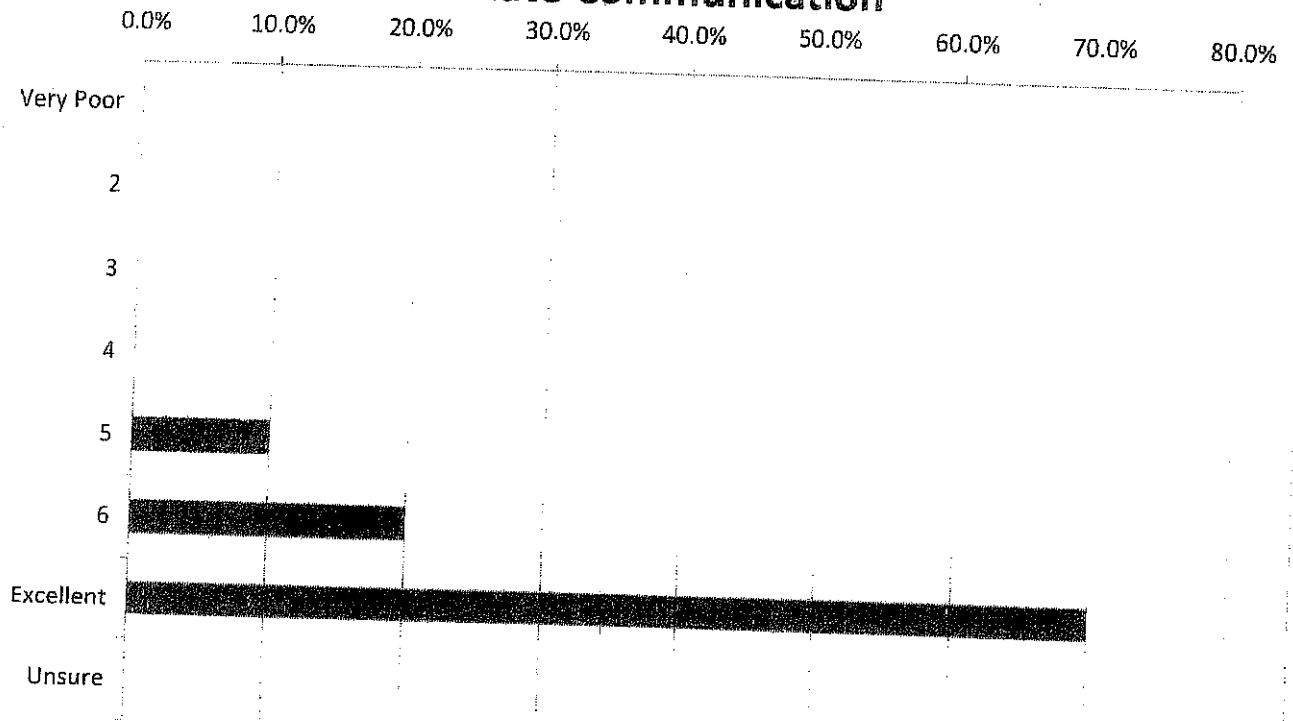
432 Q31\_T 4000

365 Q32\_T none

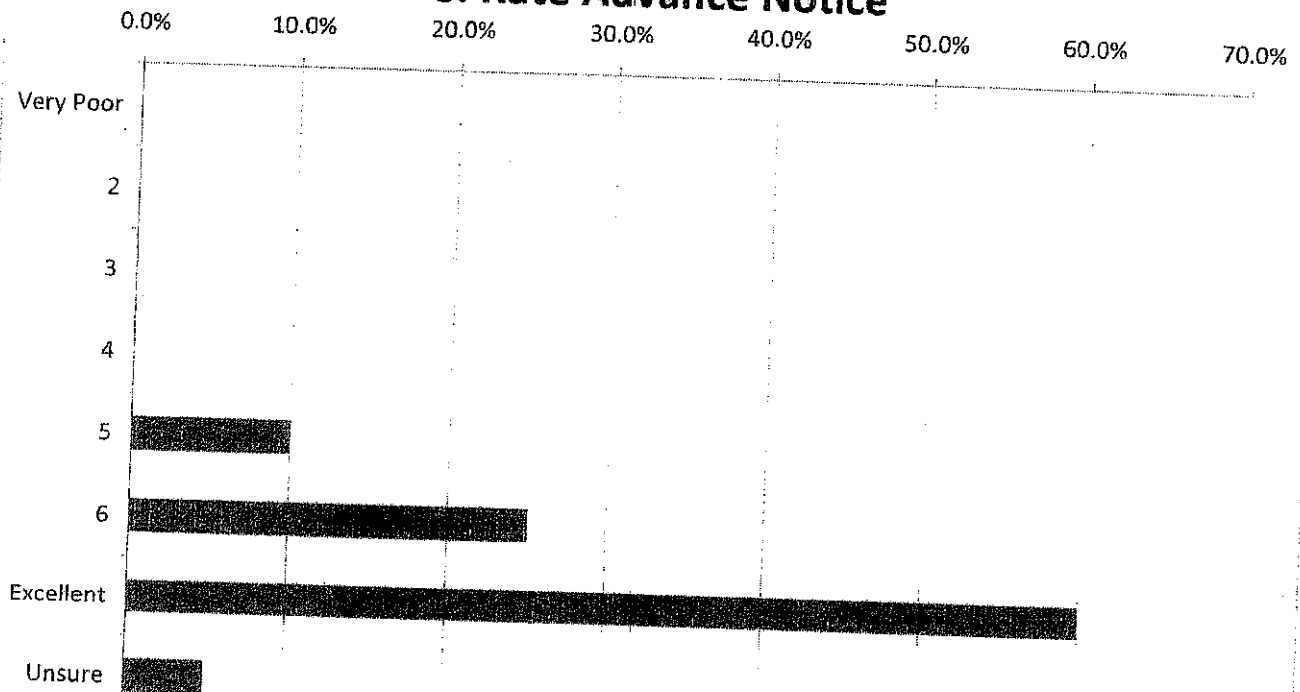
<< there were no open-ended responses to this question >>

**1. Library Class Type****3. How Often Receive Communication**

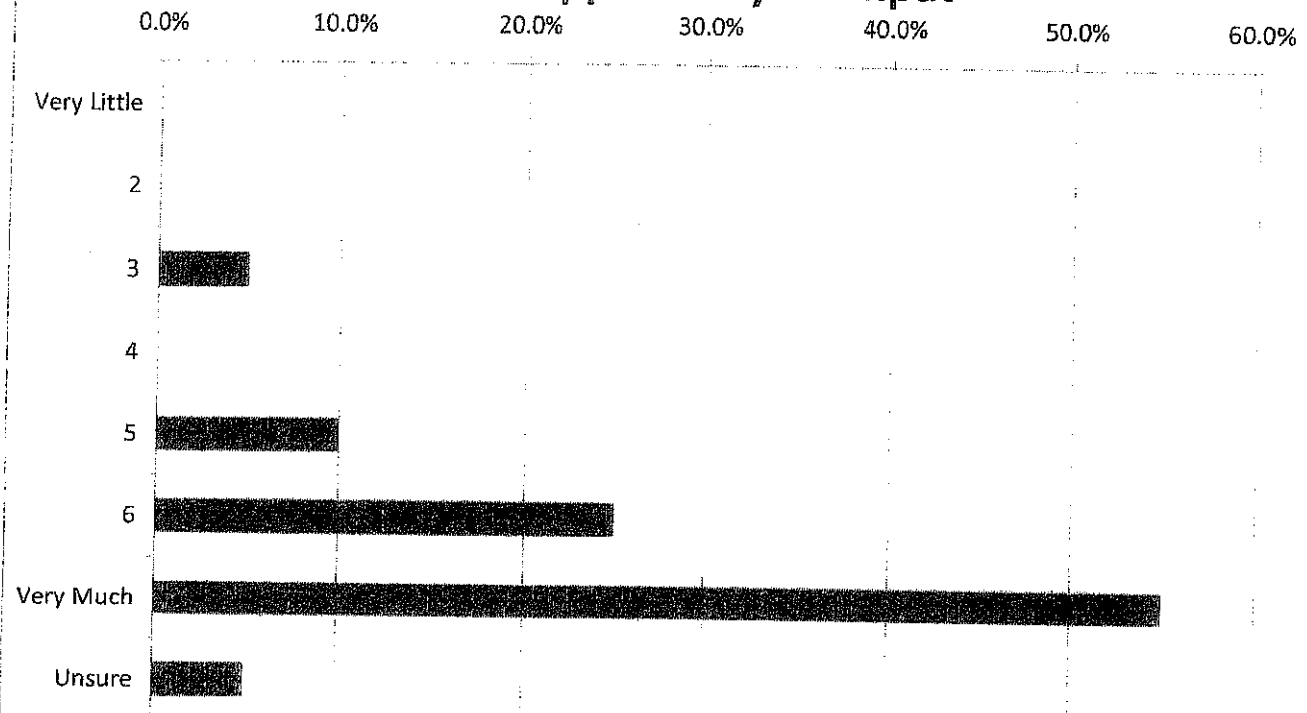
### 5. Rate Communication



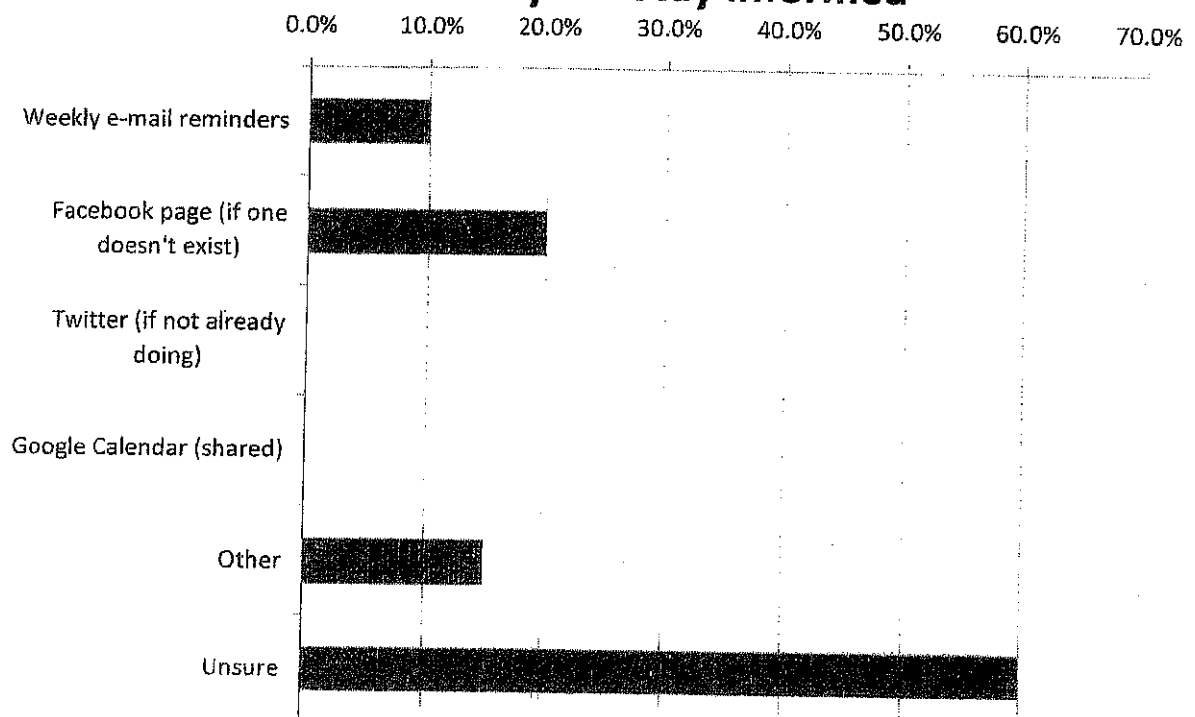
### 6. Rate Advance Notice

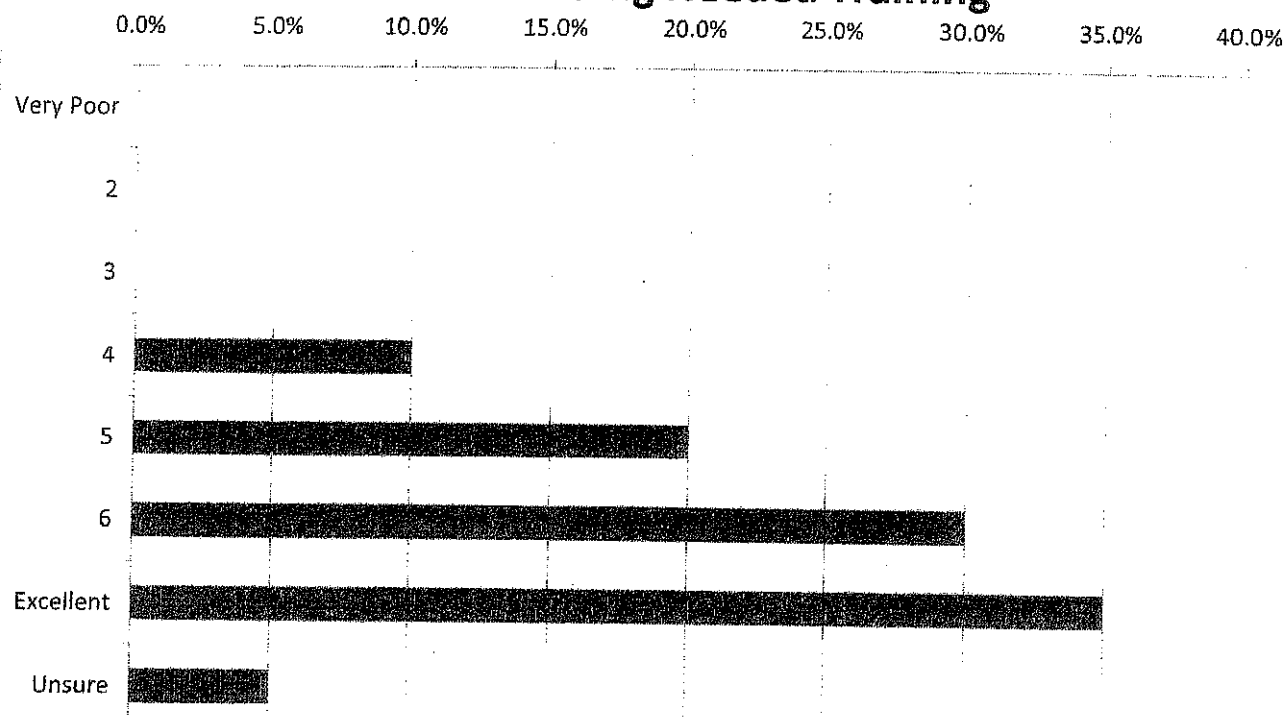
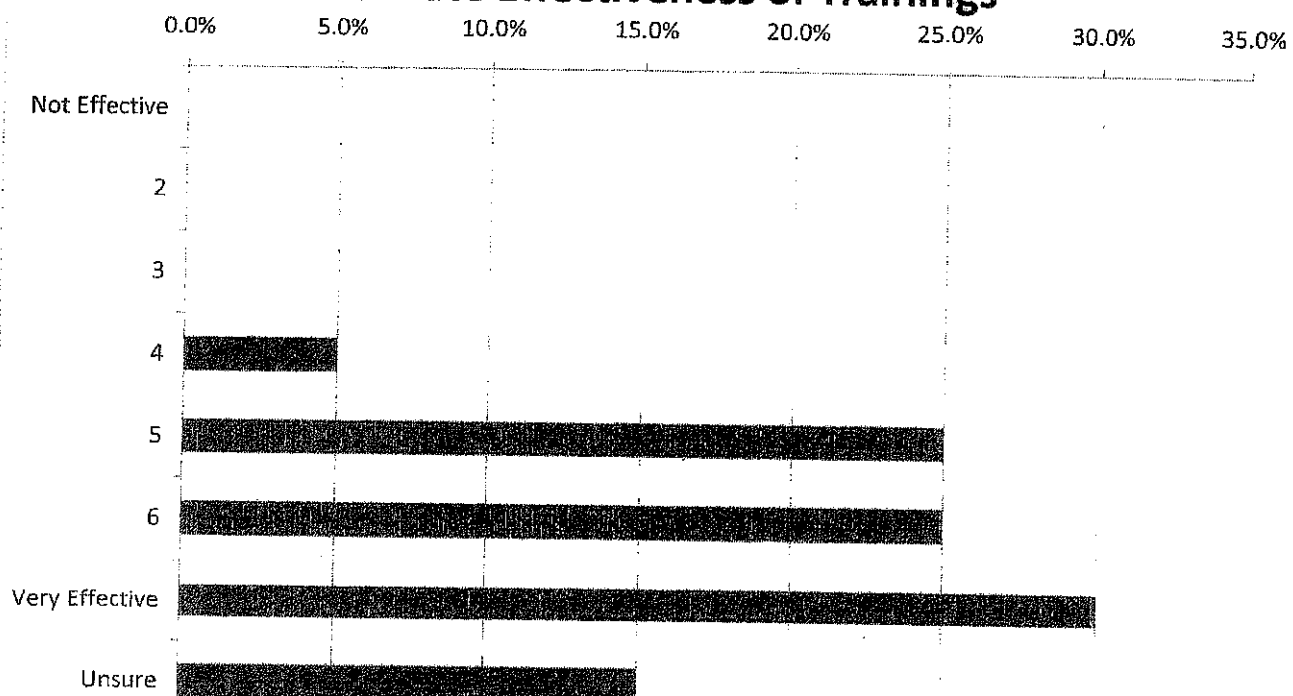


### 7. Rate Opportunity for Input

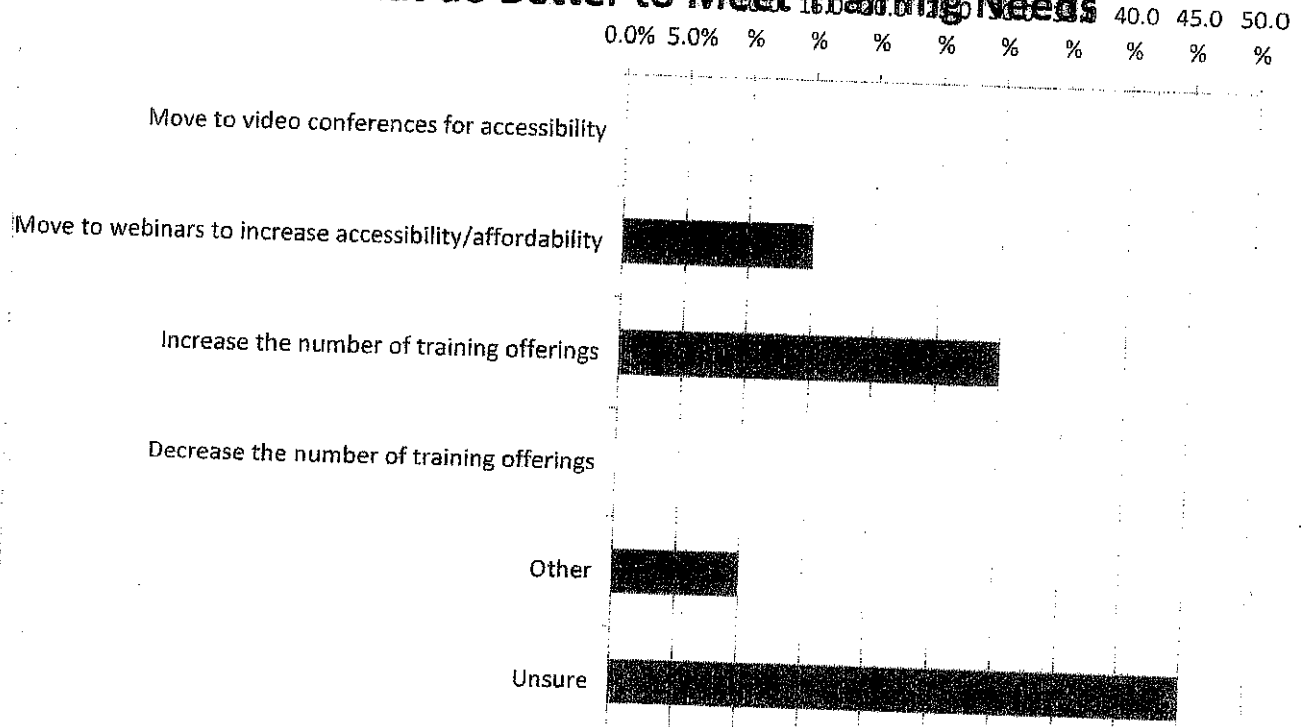


### 8. Additional Ways to Stay Informed

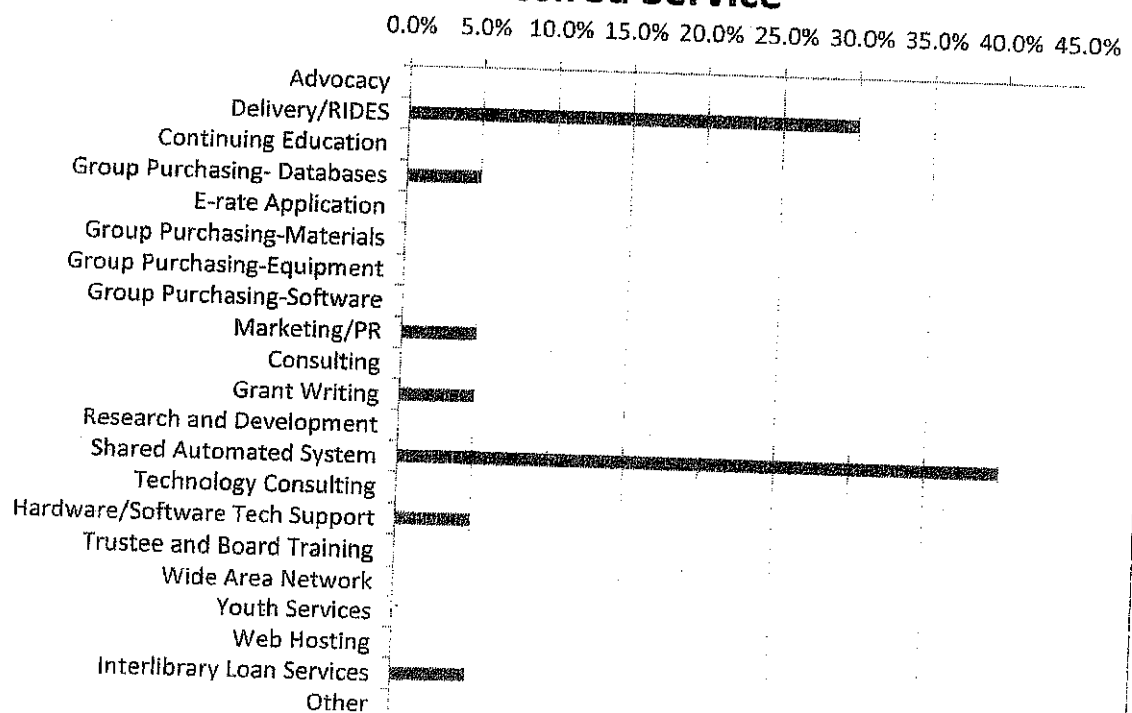


**9. Rate Providing Needed Training****10. Rate Effectiveness of Trainings**

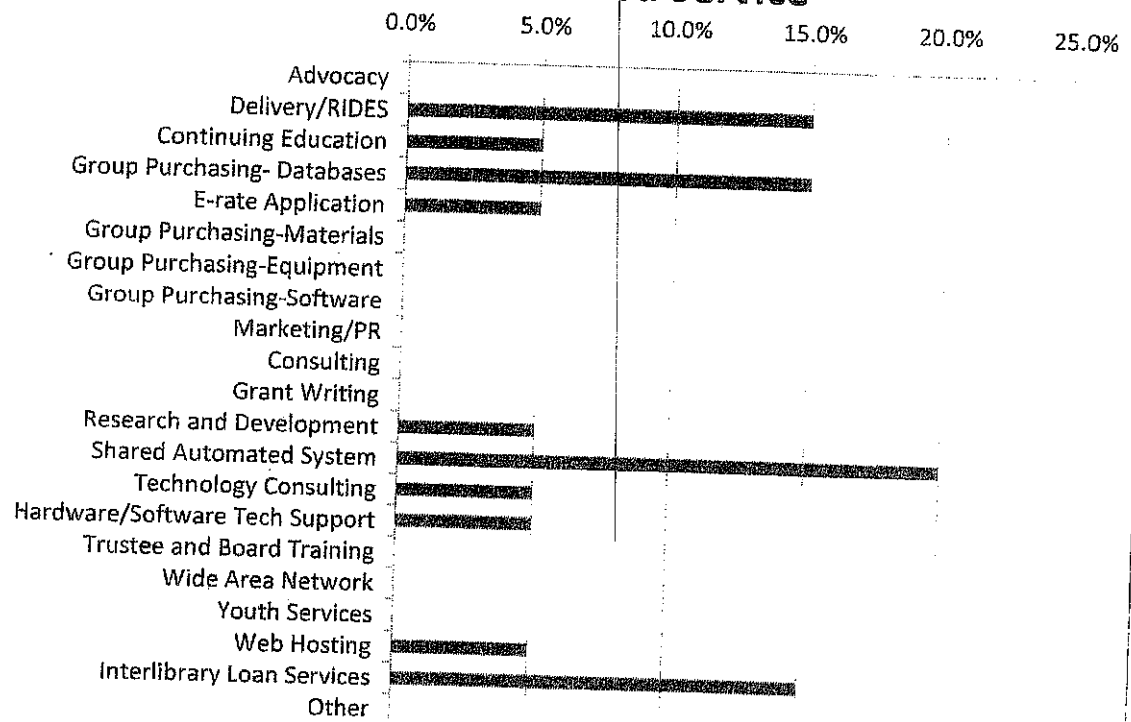
### 11. What do Better to Meet Training Needs



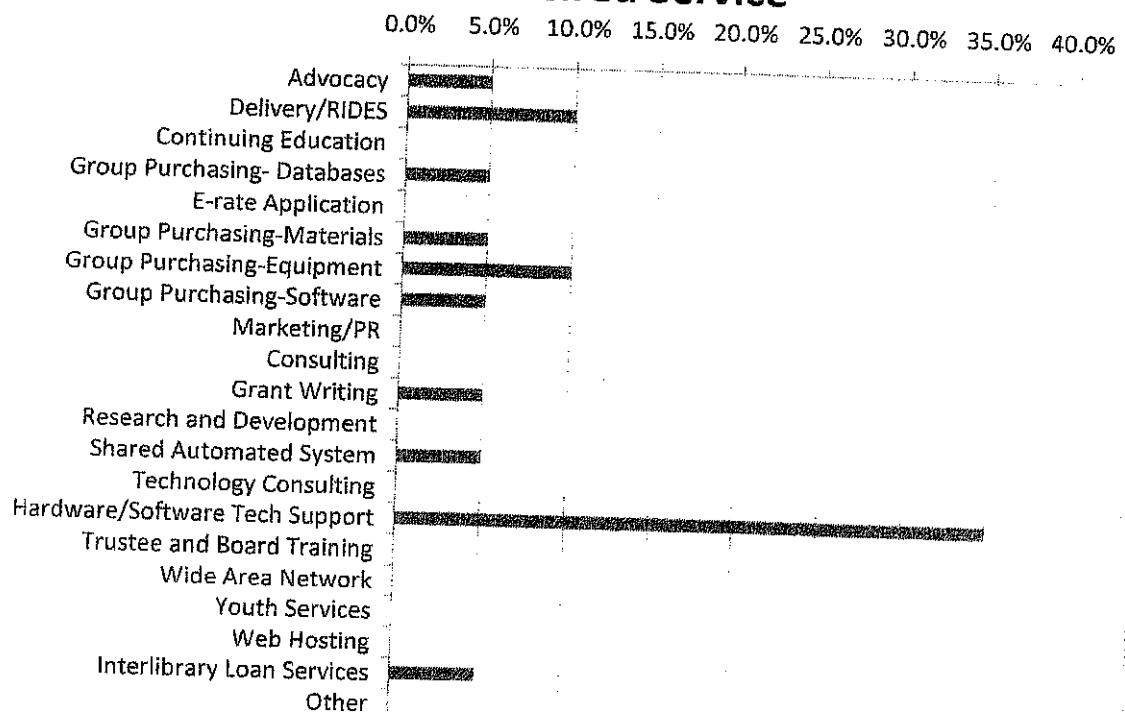
### 13. First Most Desired Service



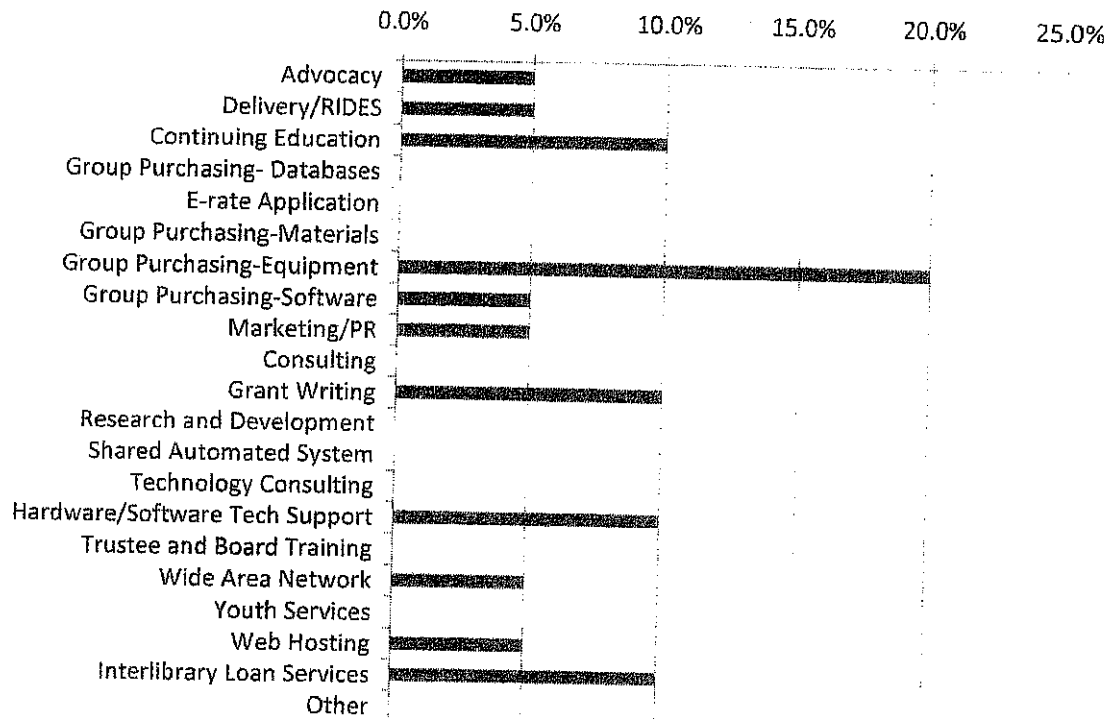
### 13. Second Most Desired Service



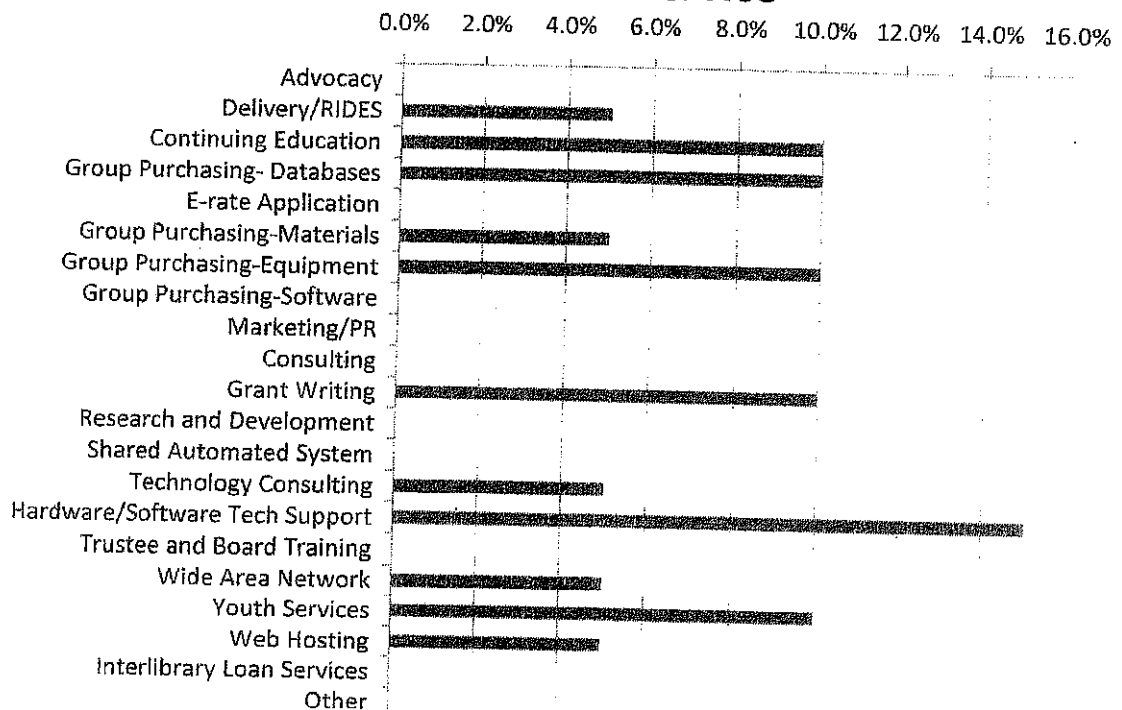
### 13. Third Most Desired Service



### 13. Fourth Most Desired Service

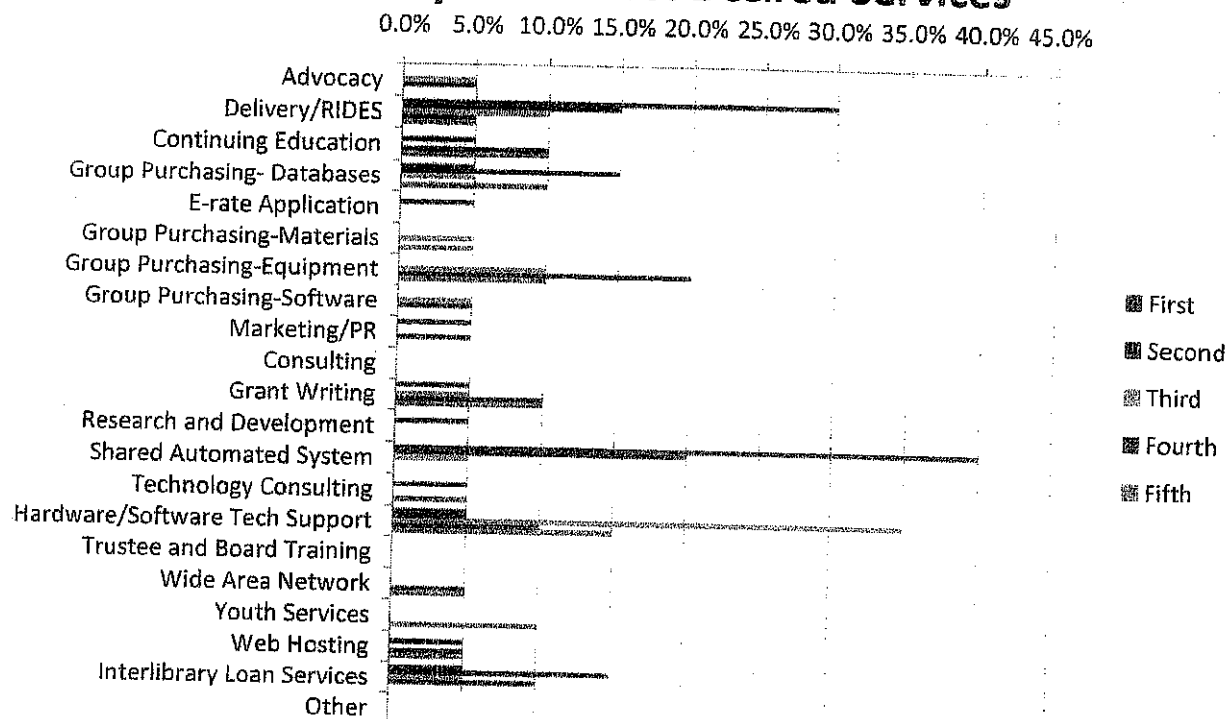


### 13. Fifth Most Desired Service

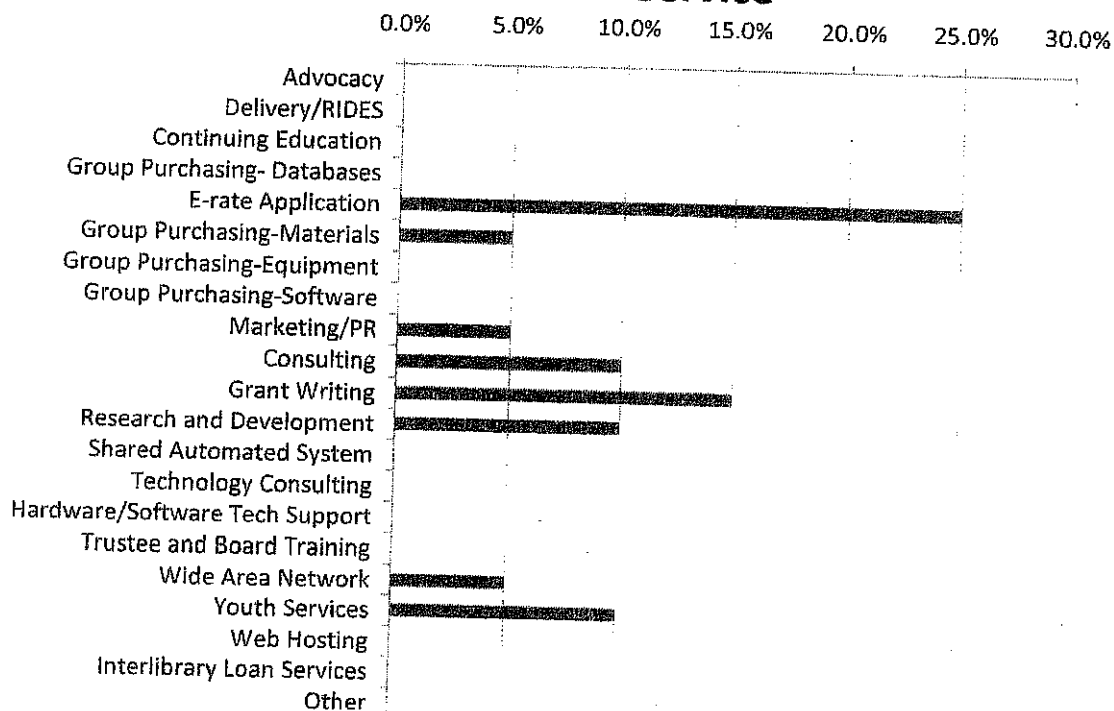




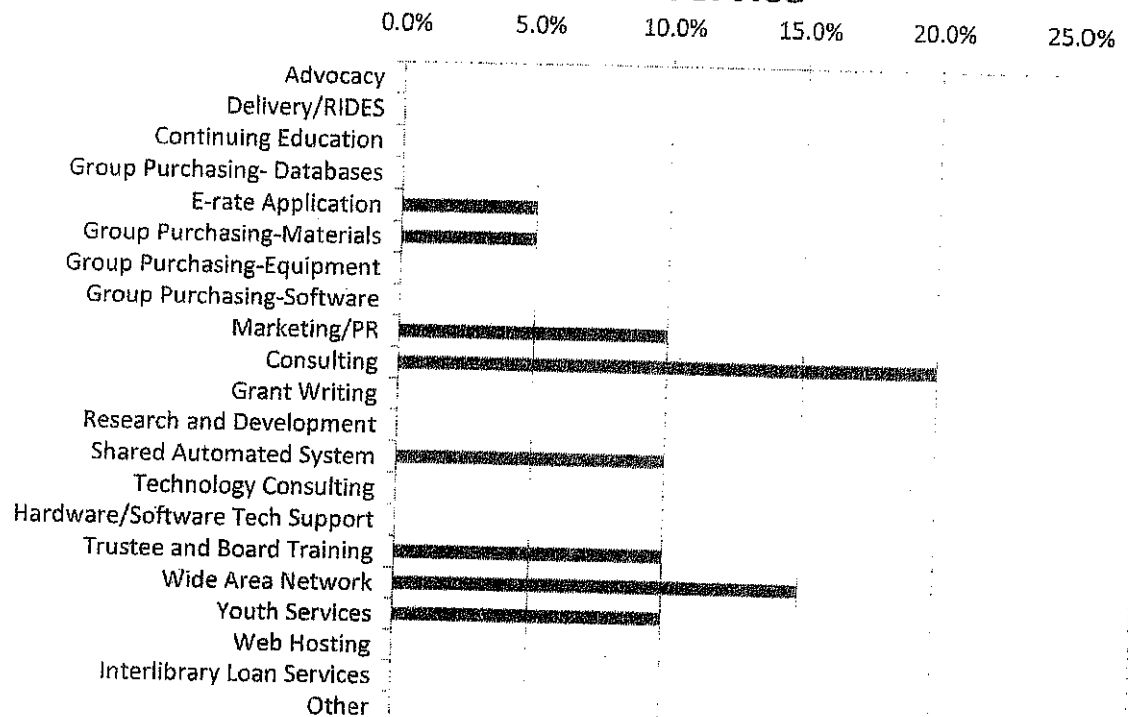
### 13. Summary of All Most Desired Services



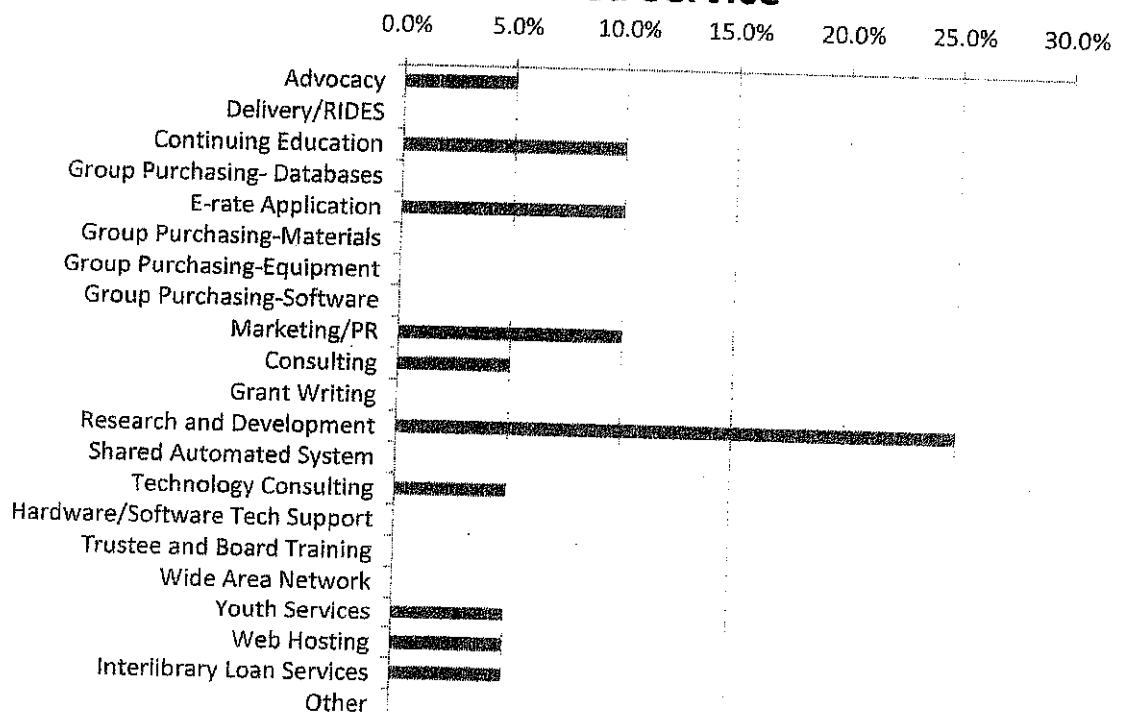
### 14. First Least Desired Service



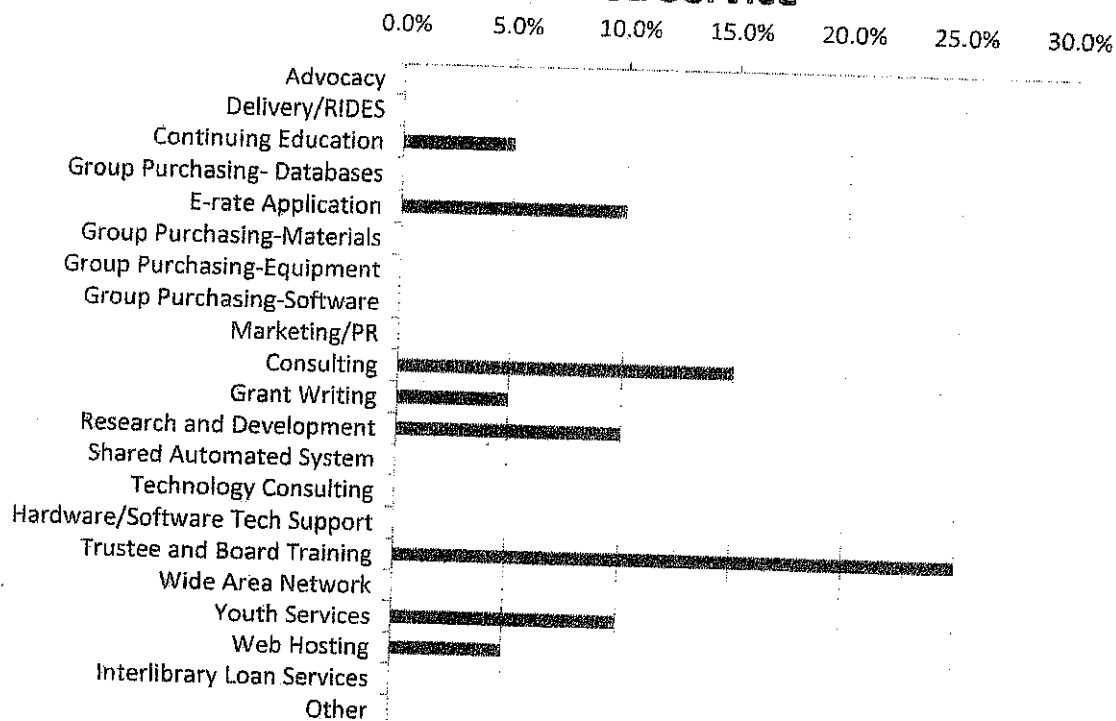
### 14. Second Least Desired Service



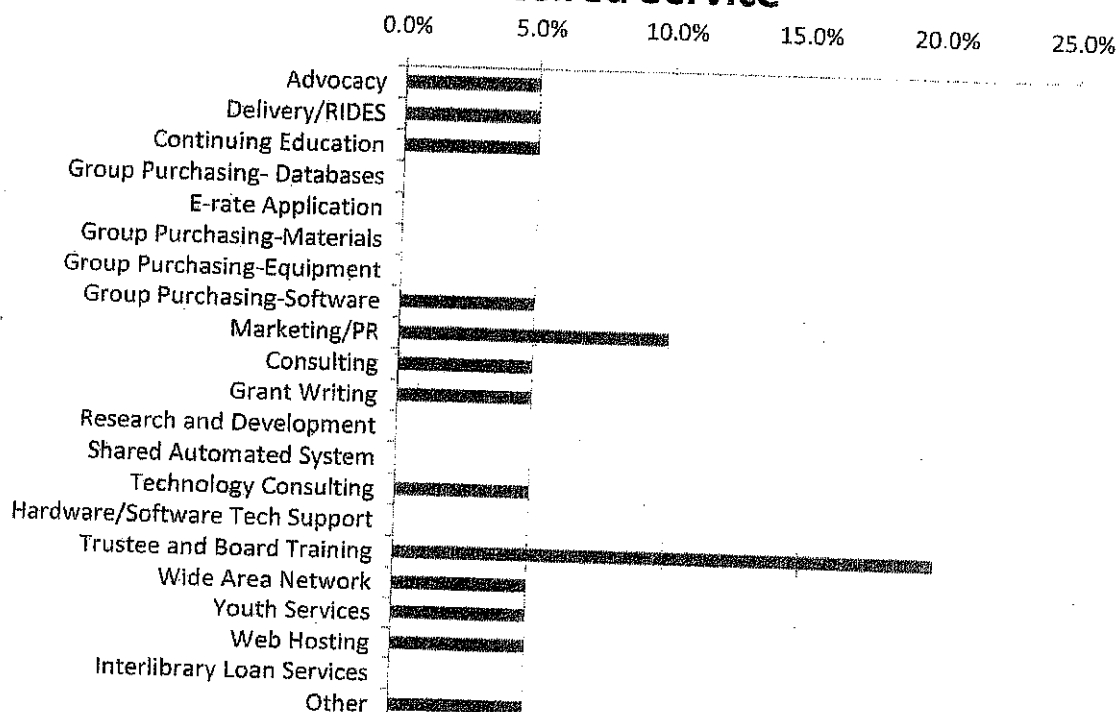
### 14. Third Least Desired Service



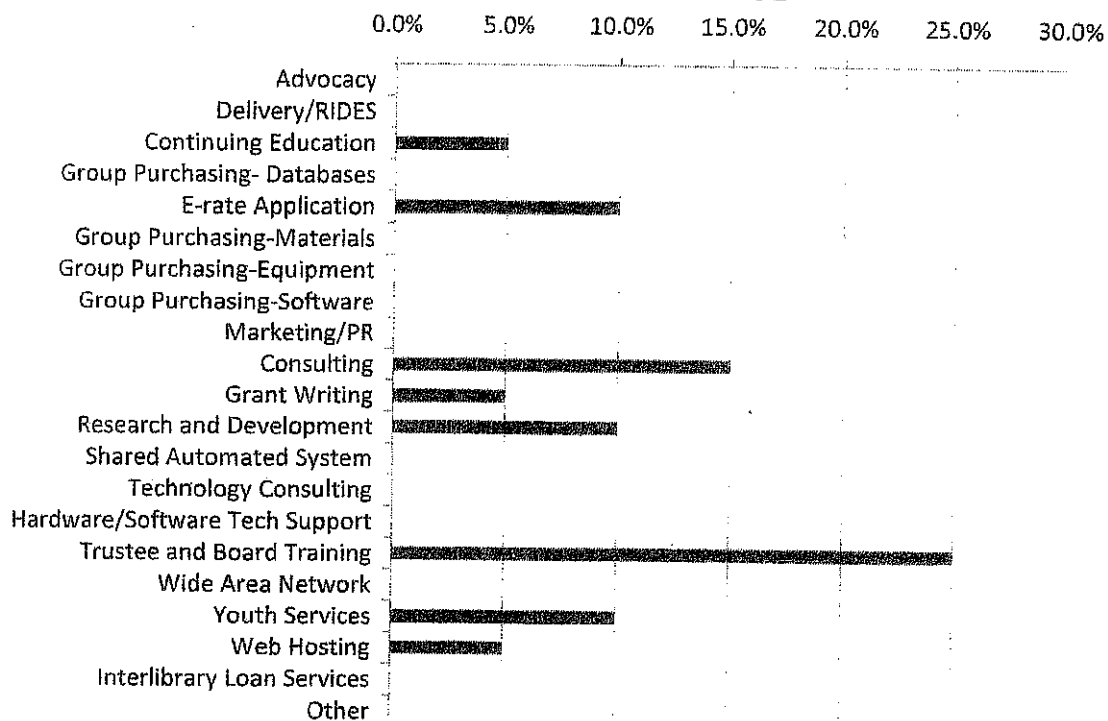
### 14. Fourth Least Desired Service



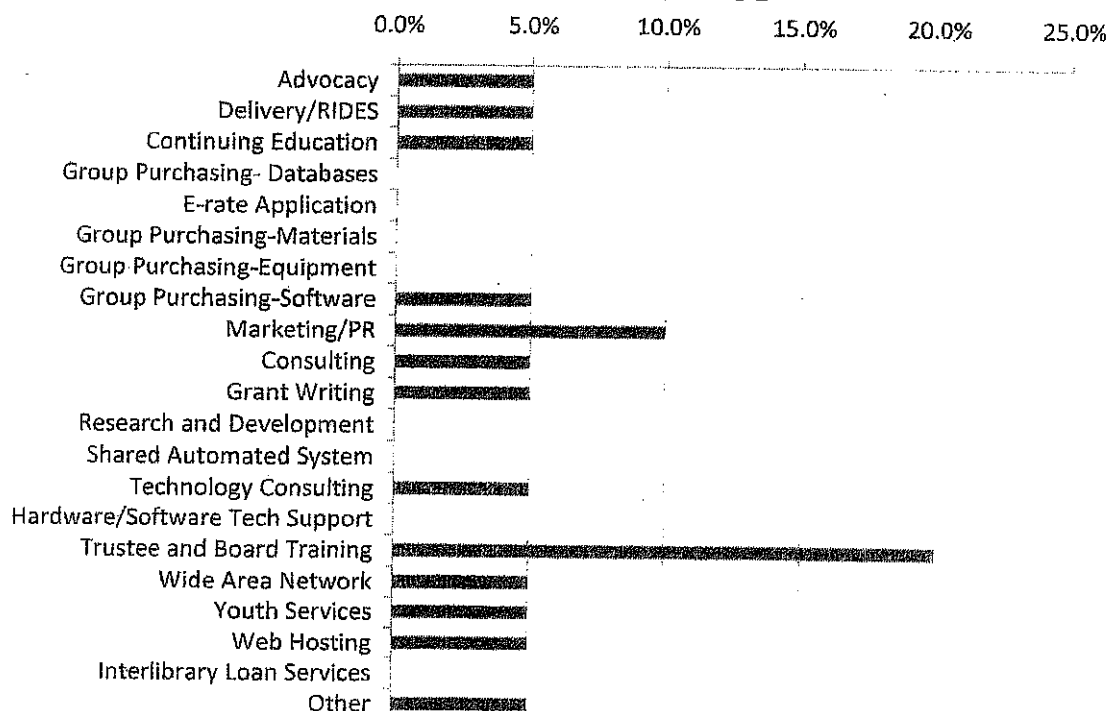
### 14. Fifth Least Desired Service



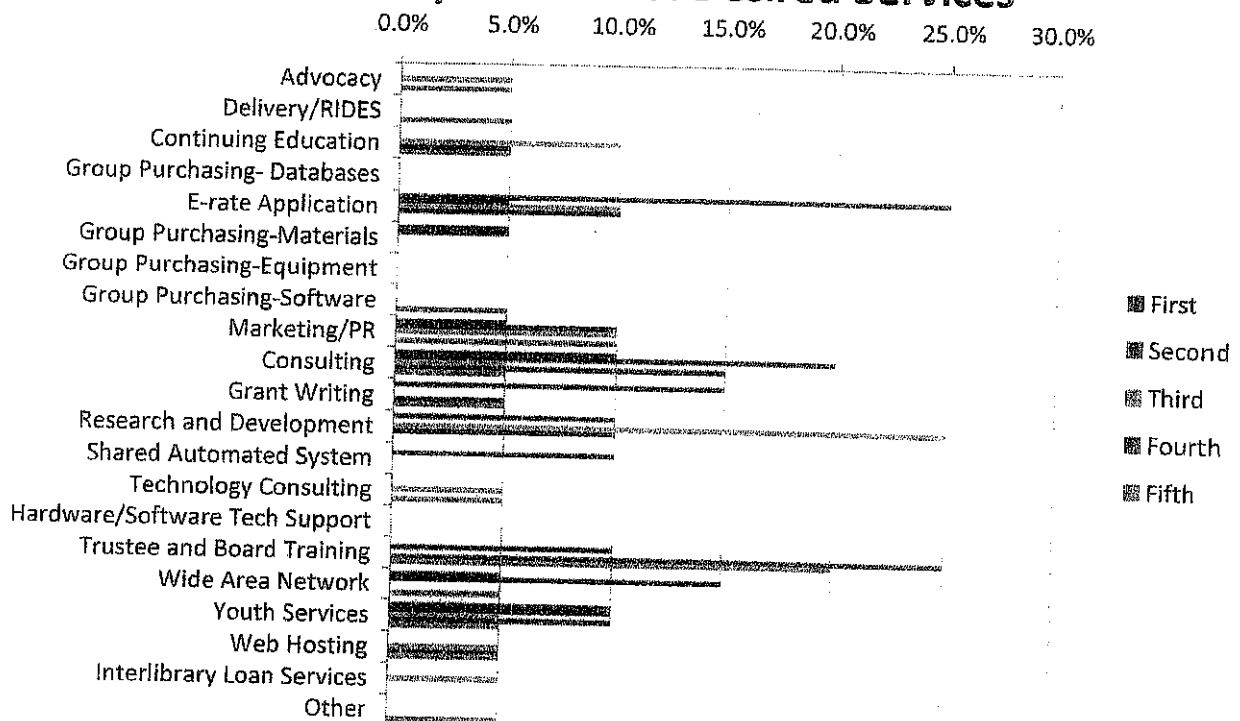
### 14. Fourth Least Desired Service



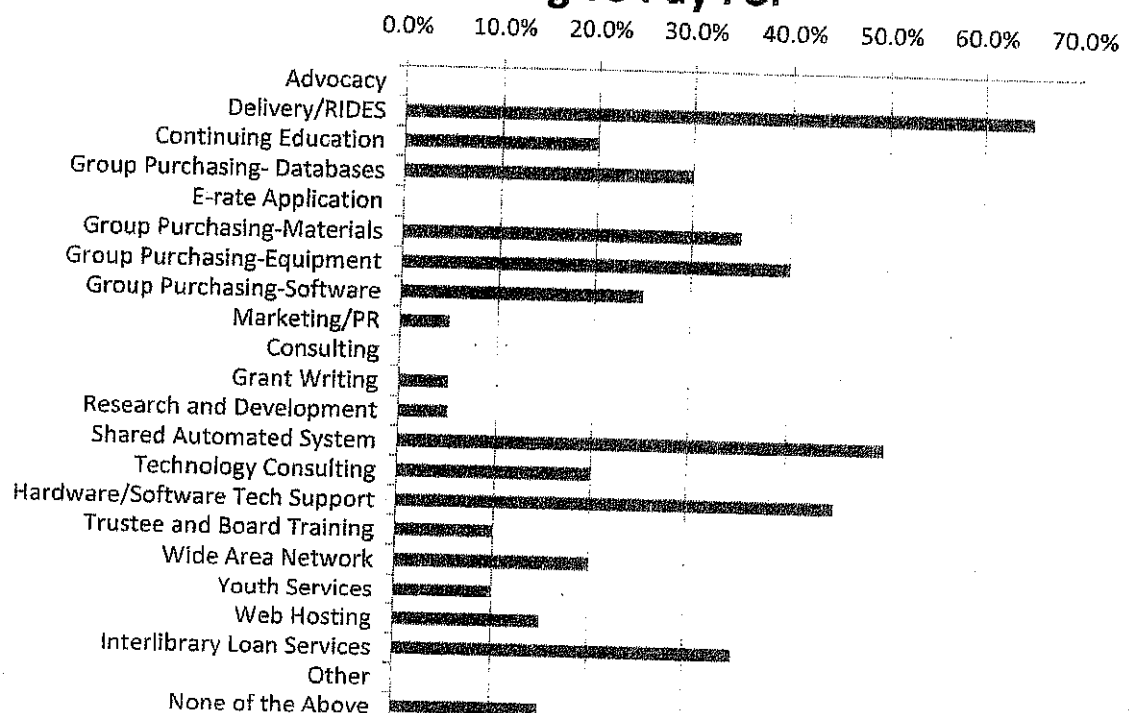
### 14. Fifth Least Desired Service

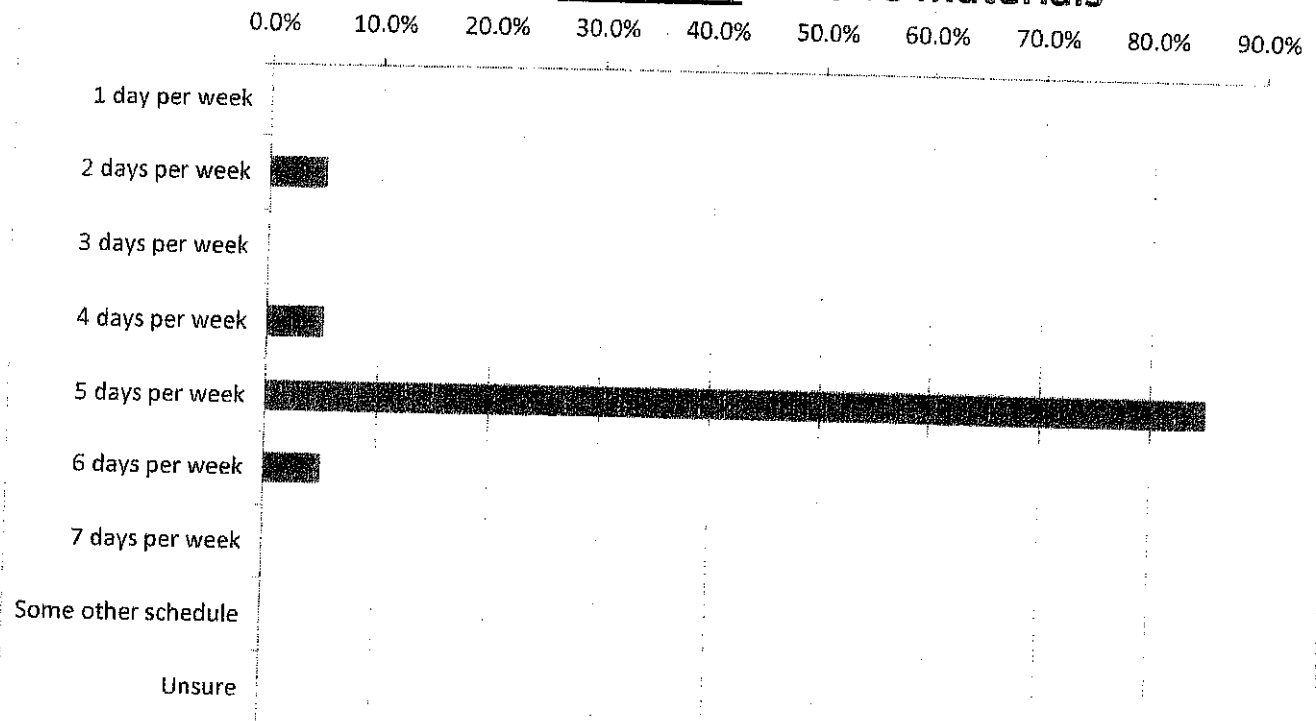
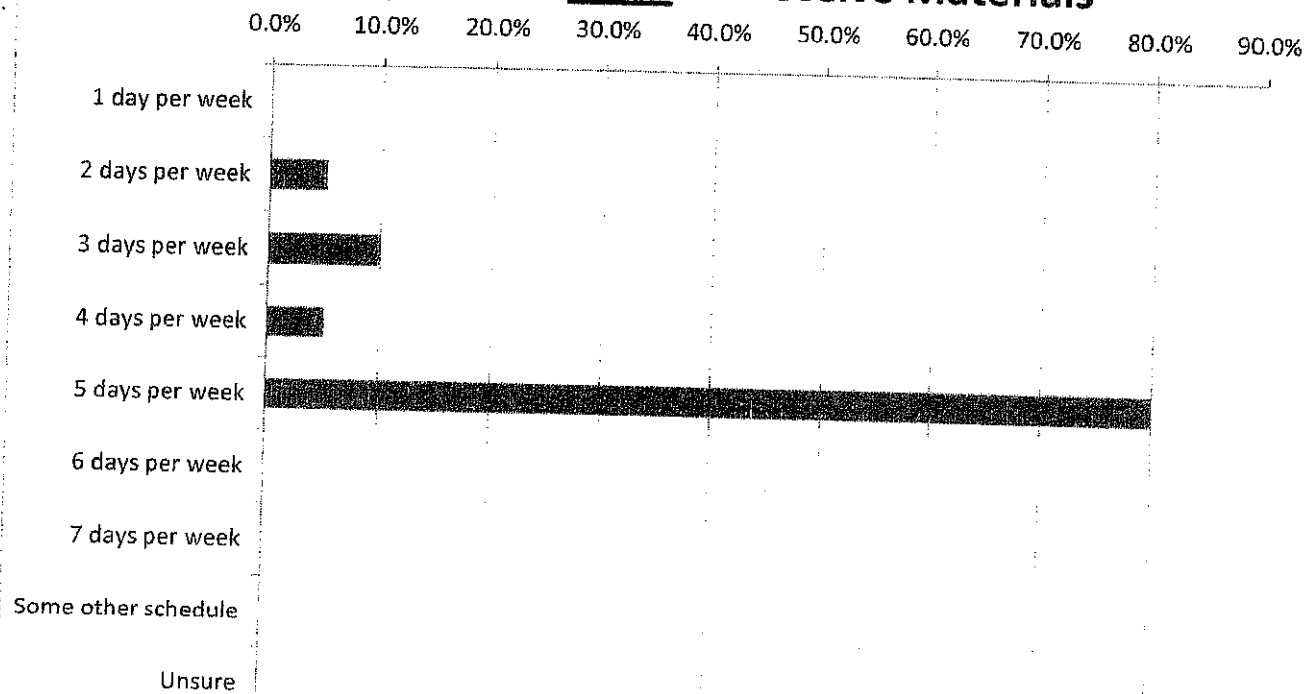


## 14. Summary of All Least Desired Services

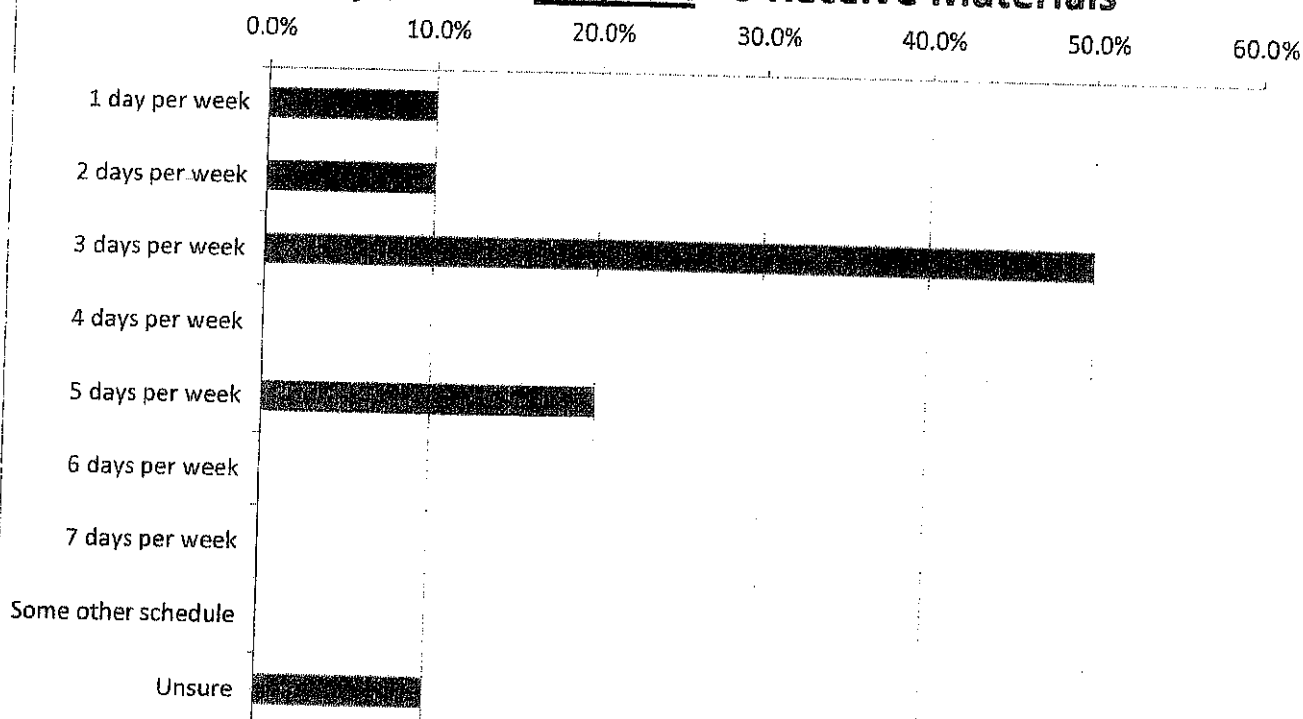


## 15. Services Willing To Pay For

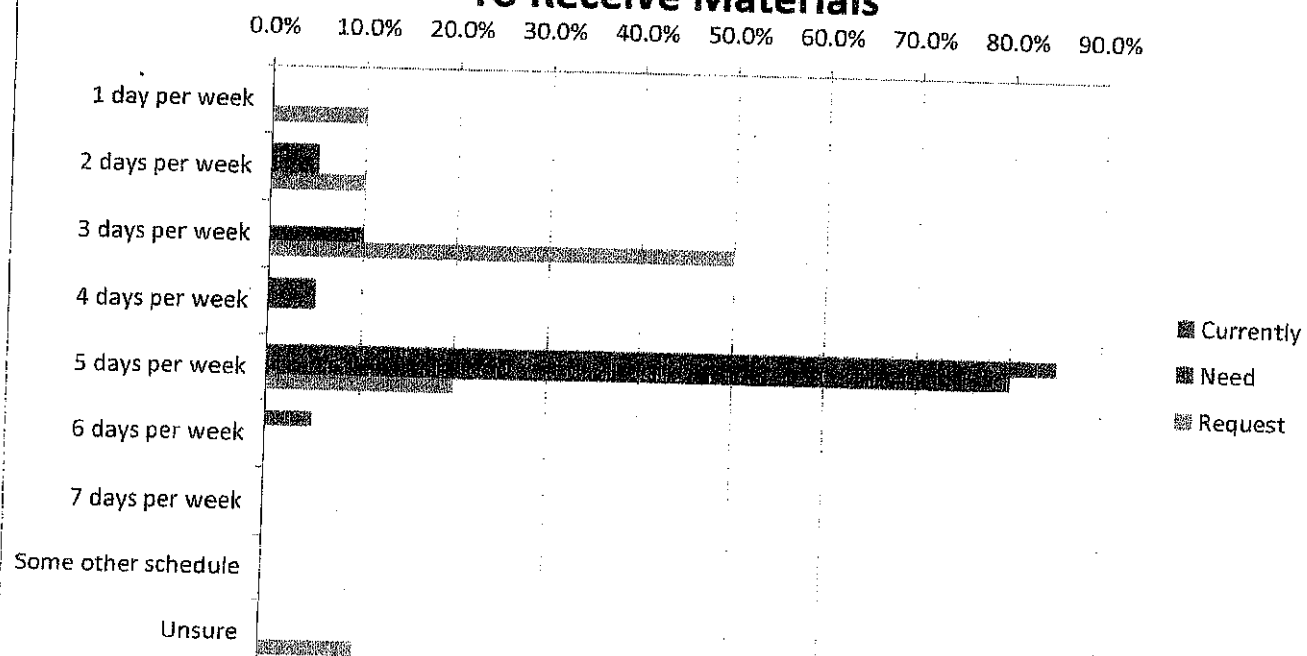


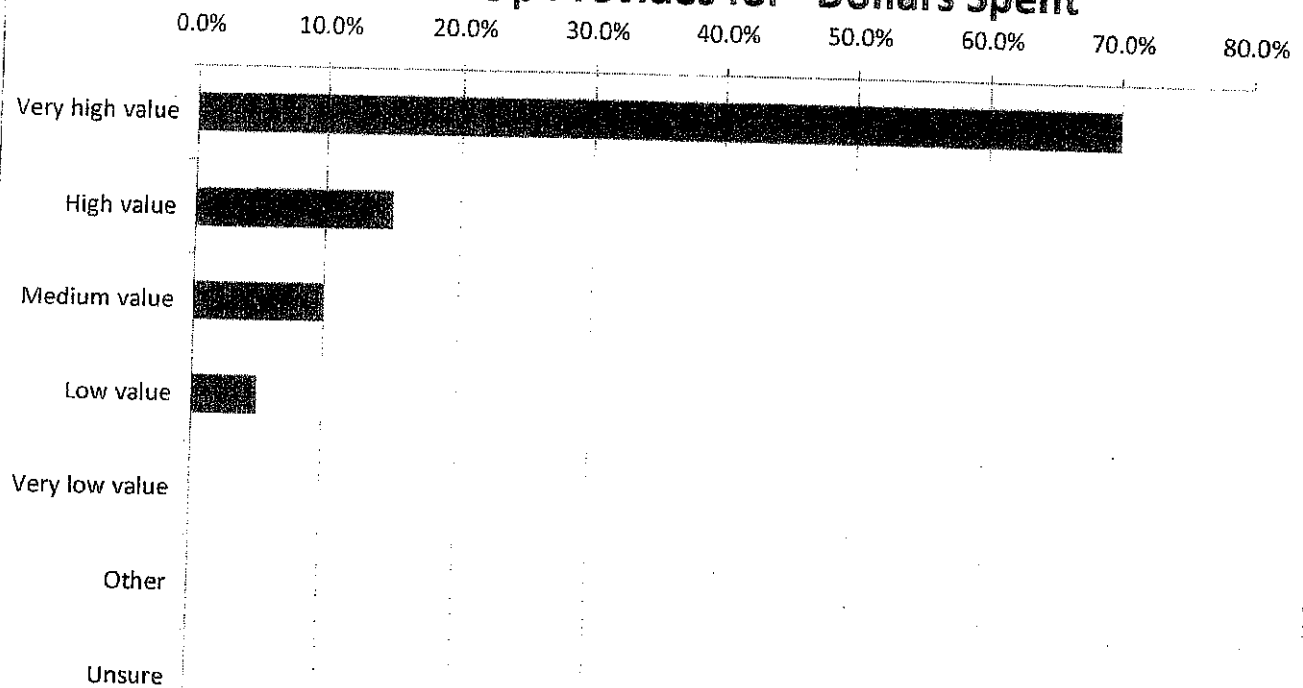
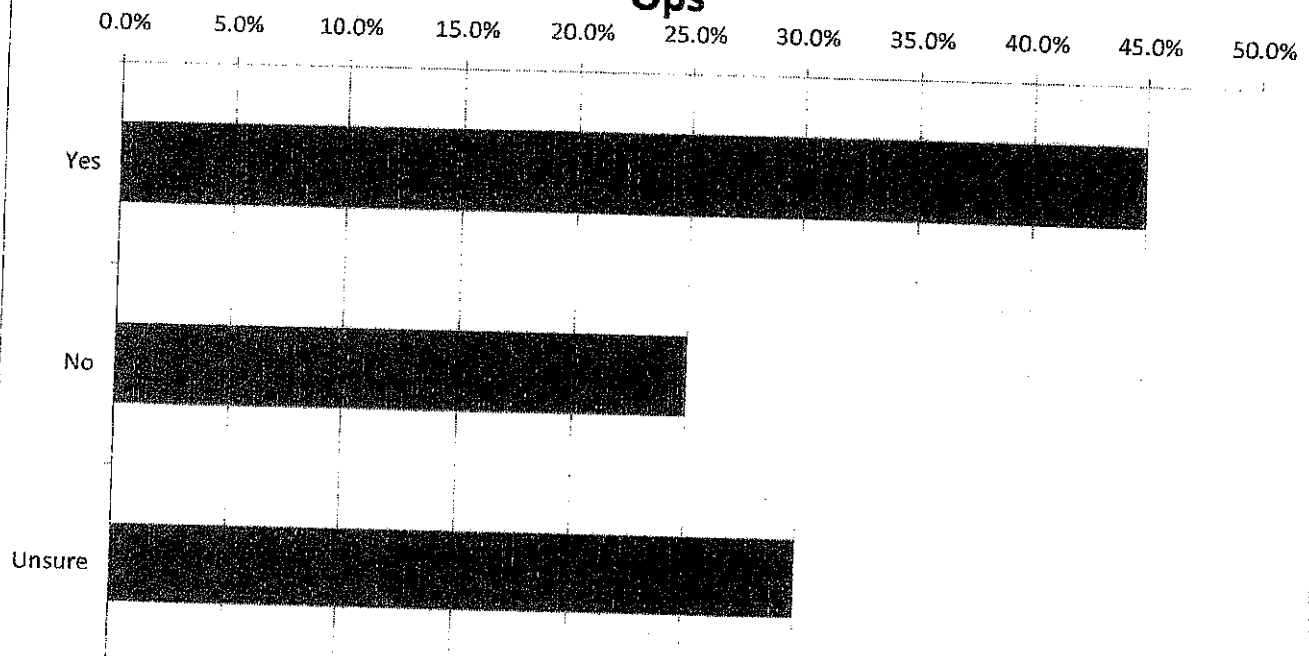
**16. Days/Week Currently Receive Materials****17. Days/Week Need To Receive Materials**

### 18. Days/Week Request To Receive Materials



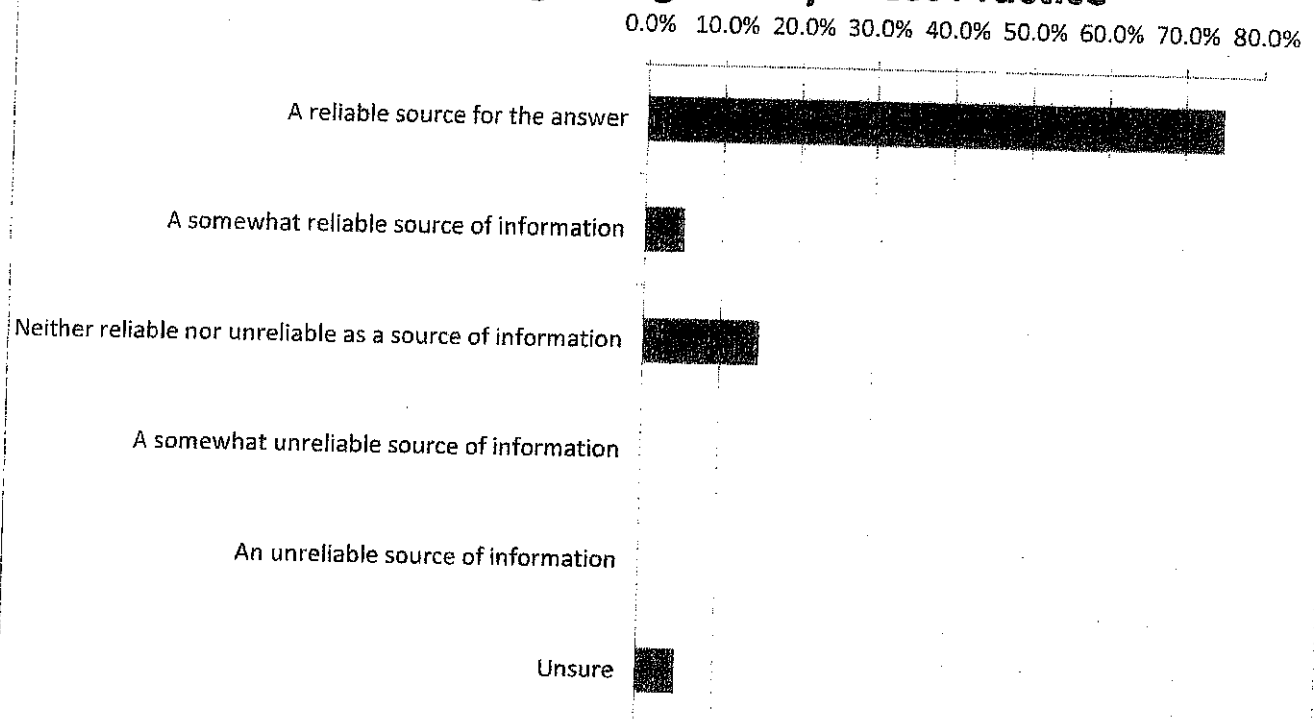
### 16.-18. Days/Week Currently, Need, and Request To Receive Materials



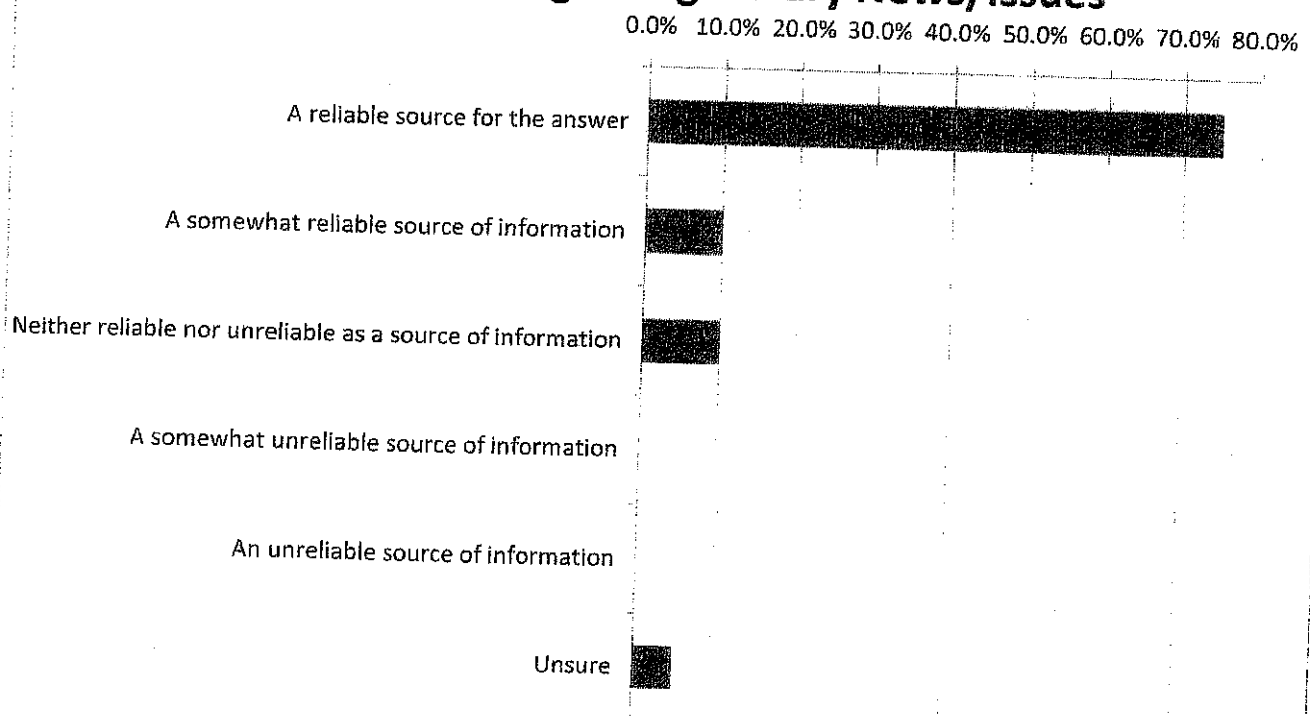
**19. Value Co-Op Provides for "Dollars Spent"****20. Library Willing to have All State Aid Support Co-Ops**



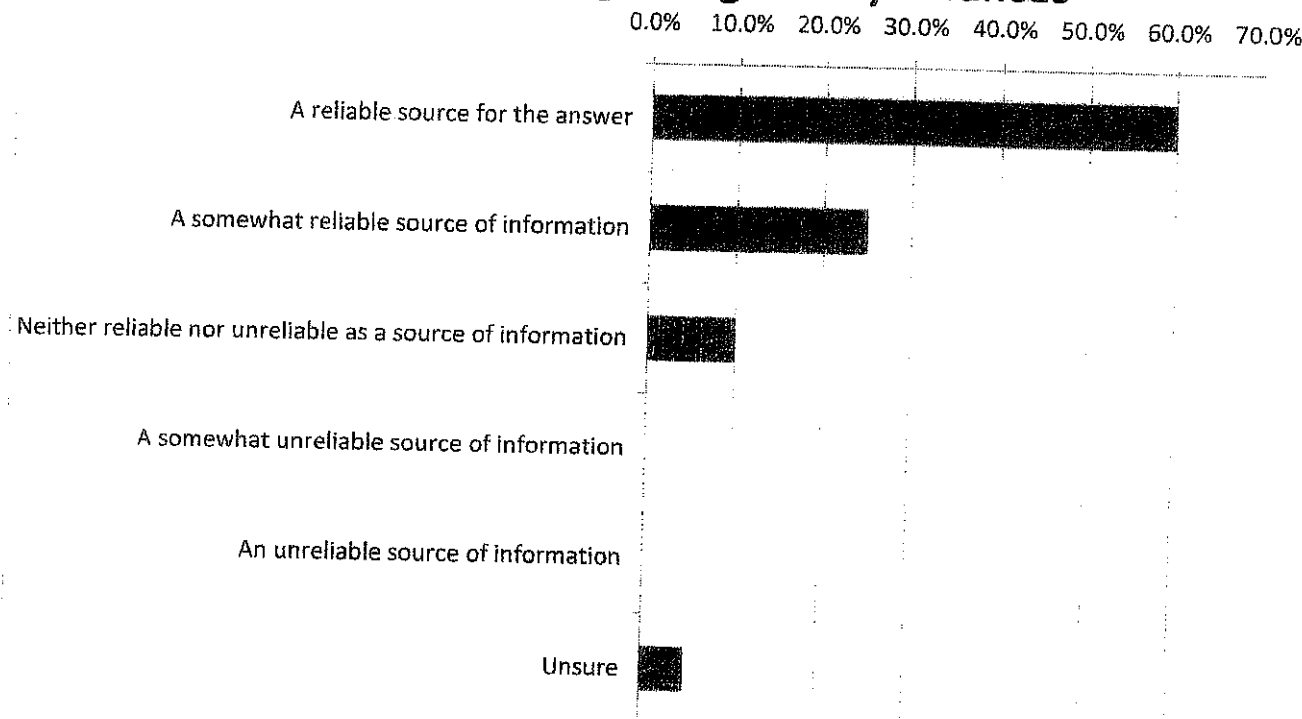
## 22. Question Regarding Library "Best Practice"



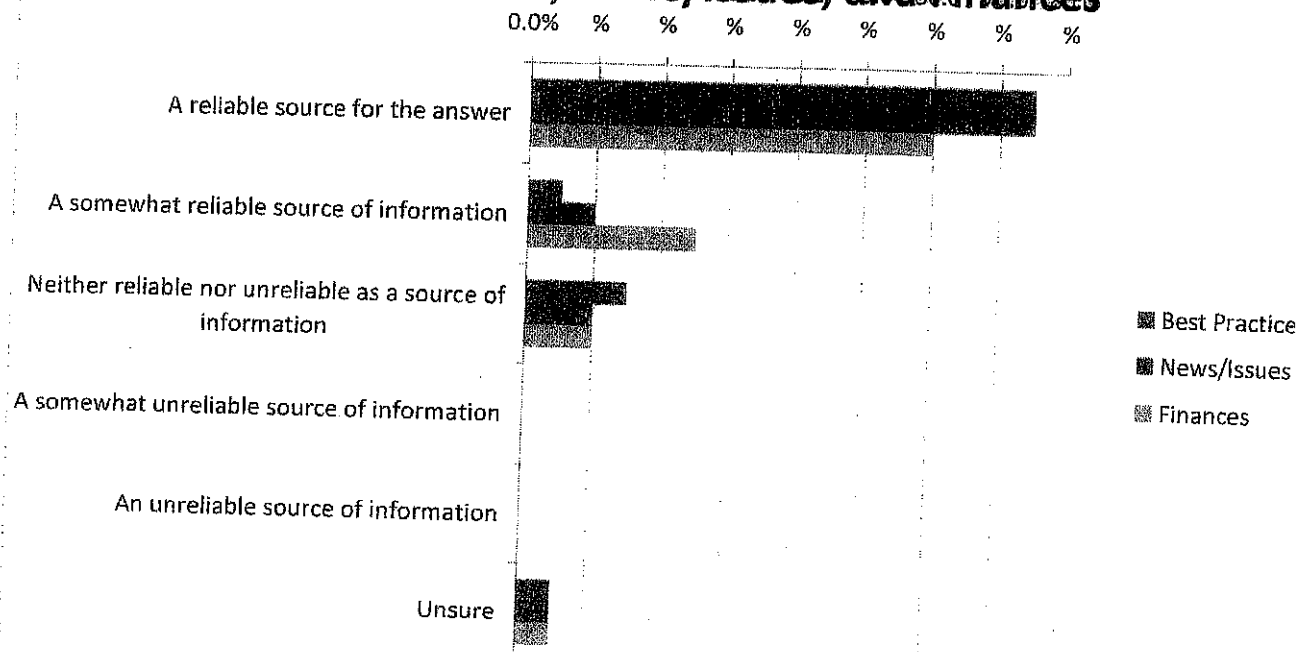
## 23. Question Regarding Library News/Issues

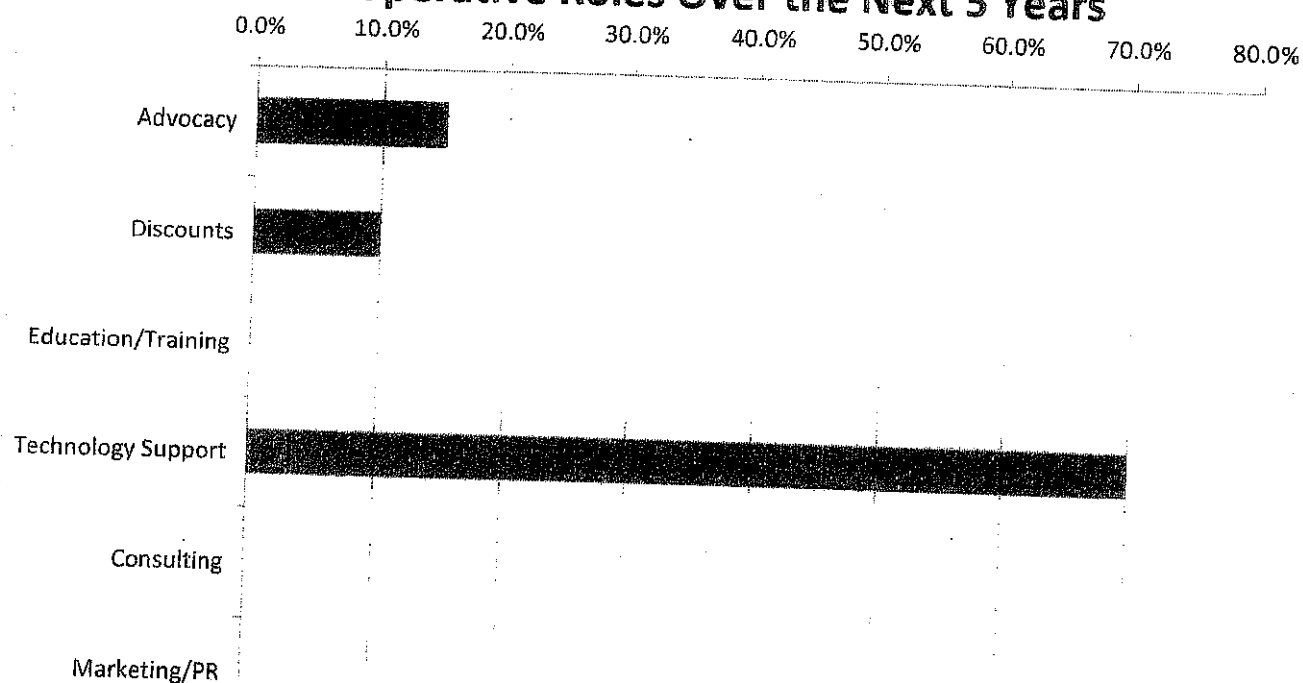
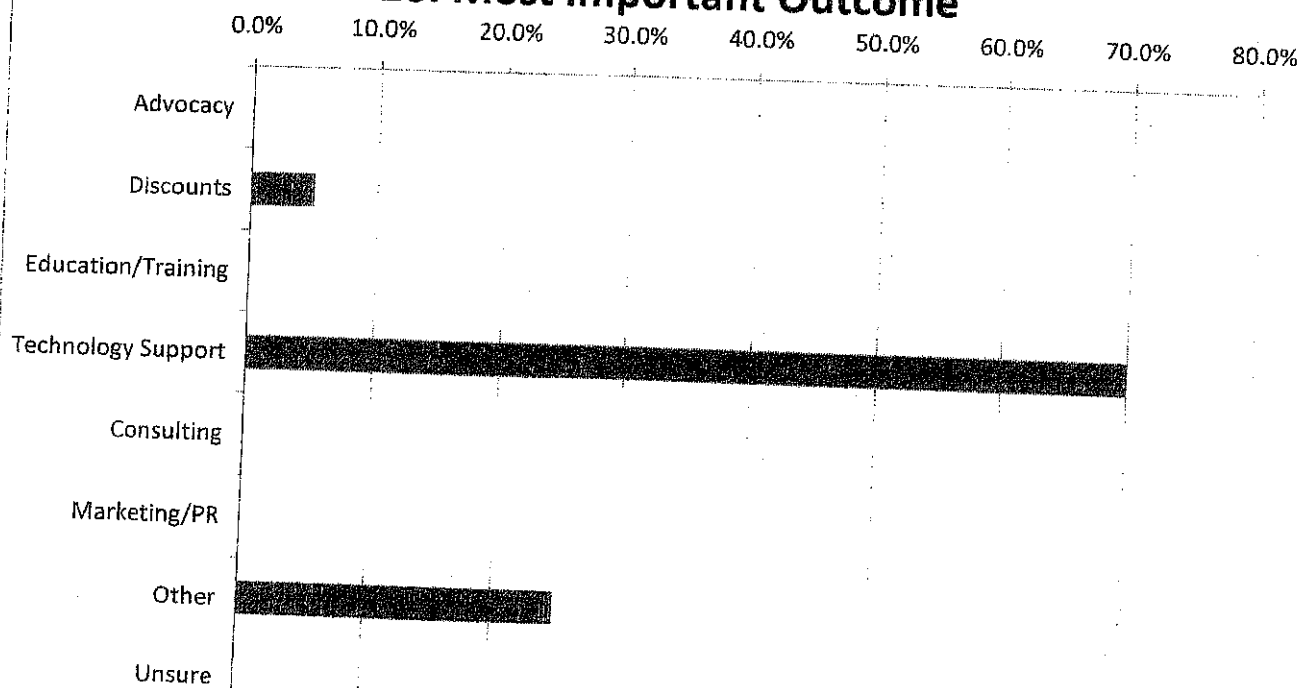


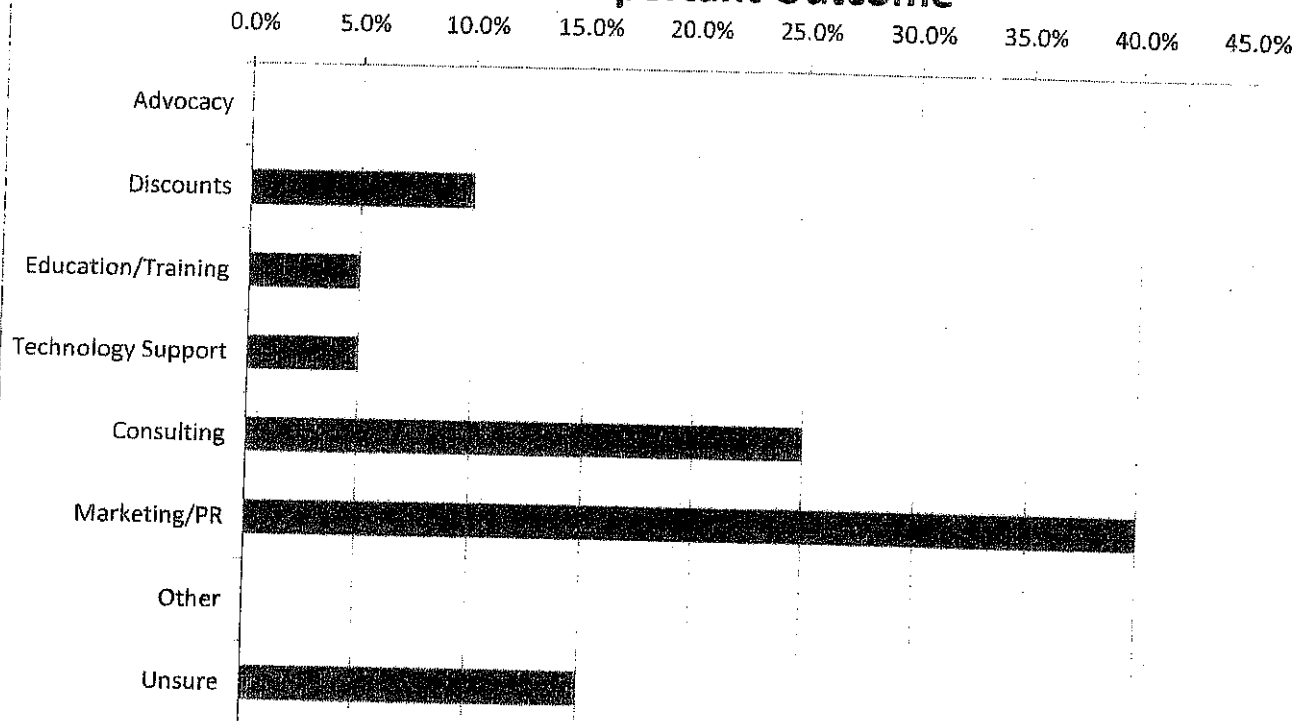
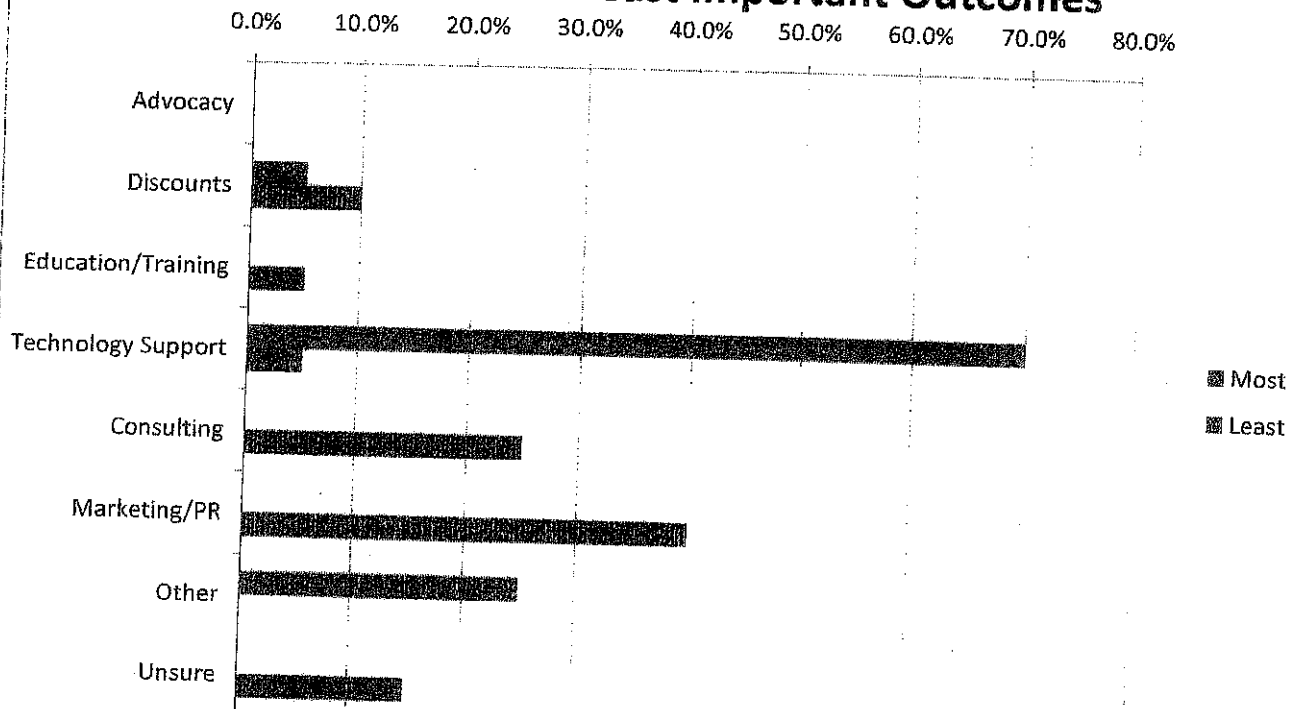
## 24. Question Regarding Library Finances

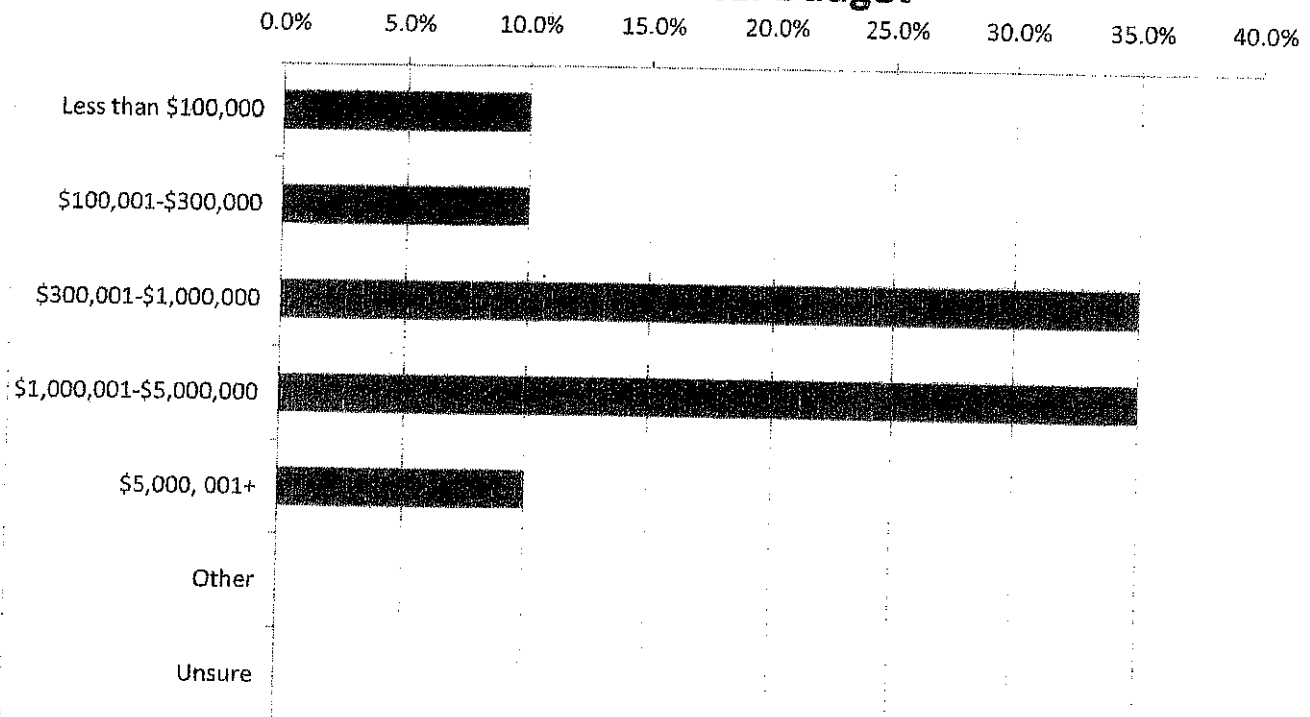
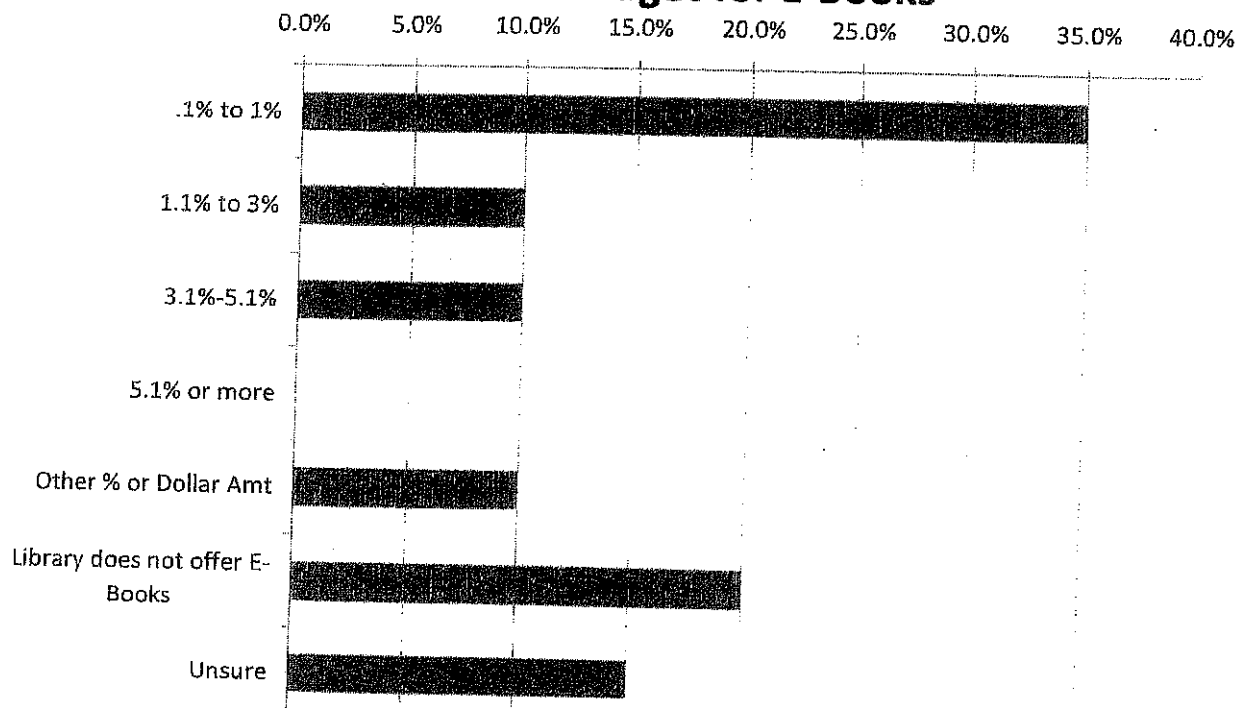


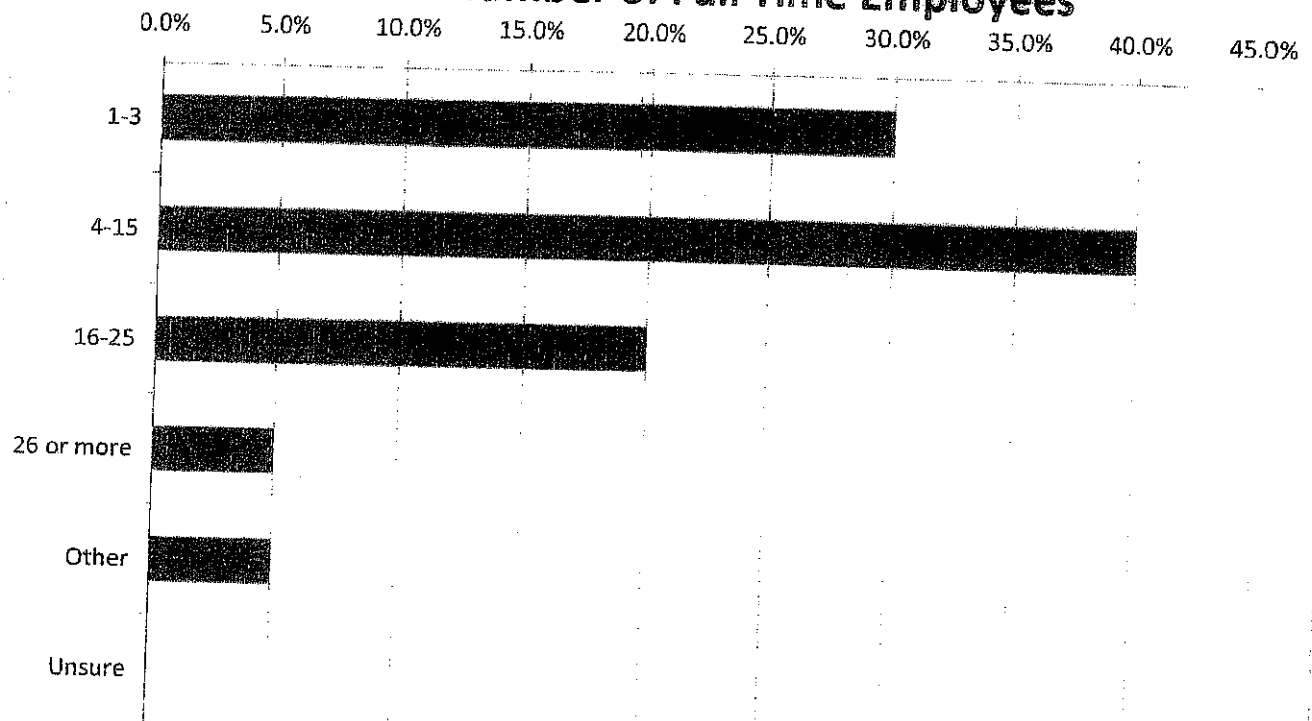
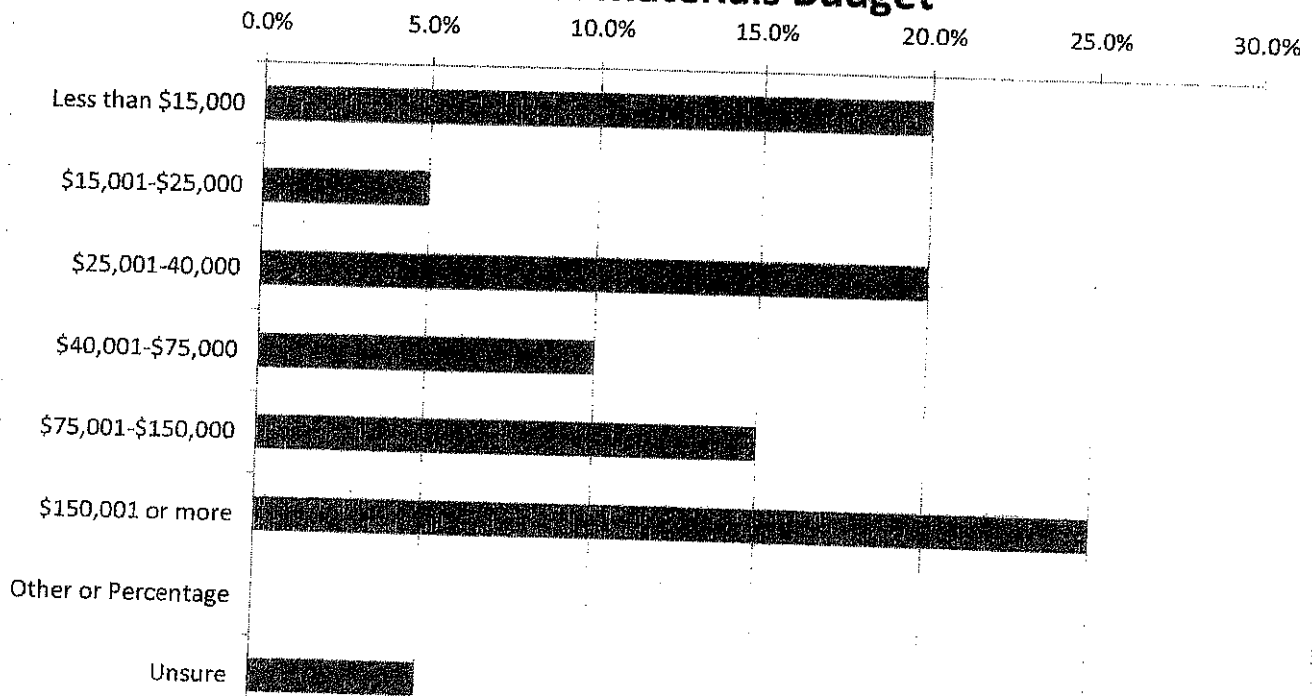
## 22.-24. Summary of Questions Regarding Library "Best Practice", News/Issues, and Finances



**25. Cooperative Roles Over the Next 5 Years****26. Most Important Outcome**

**27. Least Important Outcome****26.-27. Most and Least Important Outcomes**

**30. Current Total Budget****31. Percent of Budget for E-Books**

**32. Total Number of Full Time Employees****33. Total Materials Budget**

**Michigan Cooperative Directors Association**  
**Research Survey-Cooperative Members**  
**Final Report**

**Background**

Library funding in the State of Michigan continues to be a significant challenge. Libraries around the state are now and will be in greater financial jeopardy than in any time in recent memory due to the economic downturn, the collapse of the housing market and the resulting reduced levels of property assessments. This, of course, leads to reduced revenues available for public libraries which are primarily funded by property millages in the community they serve.

Smaller libraries may be particularly hard hit and these are often members of Library Cooperatives which are also financially in jeopardy. Legislators and government administration officials, looking for budget cuts wherever possible believe Library Cooperatives are expendable and are looking to eliminate funding for these organizations. Without a solid understanding of the level of support that libraries have for the Cooperatives and the value they provide, there is a good chance funding for the Cooperatives may be eliminated.

**Situation**

Given the argument that Cooperatives are not providing essential services to the libraries they serve government funders may decide to eliminate all funding for Library Cooperatives.

Objective data demonstrating the value of the Cooperatives to the member libraries which is both scientifically collected and analyzed will be important to demonstrate the validity of the premise that Library Cooperatives in Michigan continue to have relevance and serve as important assets to individual member libraries.

**Proposal**

A research study covering libraries served by Library Cooperatives was approved to be conducted to objectively assess the perceived value of the Cooperative, key strengths, an assessment of what services are most valued, what gaps exist and how the Cooperative may better serve their members.

**Target and Scope of the Survey:**

The target audience was Directors or Senior staff member of every Library in the State of Michigan that is a member of a Library Cooperative.

The scope will include an understanding of the services provided to the Library by the Cooperative, the savings in time and money realized by the Library as a result of their membership in the Cooperative, views and attitudes regarding Library management regarding the role of the Cooperative in serving the Library community, the value of other services provided (i. e. consultation, training, technical assistance, etc. ) as well as side benefits to include networking, using the Cooperative as communications and help "network", etc. Additionally, there will be questions in the survey which provide an understanding of the Library's class size, staffing, technical capabilities, growth trends, funding challenges, etc.

The approved survey included a total of 33 questions. There are 28 forced choice questions and 5 open-ended questions.

**Method:**

Because of the high level of computer literacy and comfort with computers and to expedite the conduct of the survey, it was agreed to post the survey online. To save costs and provide quick response opportunities, it is recommended this survey be conducted online via SurveyGizmo. WJSchroer has an upgraded account with this vendor and the survey was developed at the appropriate length with the questions and opportunity for comment in "open-ended" questions needed for more advanced surveys of this type.

**Timing:**

The survey was conducted between November 3 and November 18. A total of 250 completed surveys were returned. This reflects a relatively high return rate and this plurality response rate yields a high statistical confidence interval in the results of the survey.

**Management Summary**

There was a positive participation in this study with almost 65% of the Cooperative membership participating. There was a good cross-section of members participating as well with representation from all classes of Libraries represented. While the sample size is quite robust as a proportion of the universe (total of 384 libraries) when broken into 6 unequal parts (Class size) or 9 unequal parts (Cooperative membership) the numbers are often too small to provide statistically significant results by class size or membership. Wherever possible we do indicate statistically significant results and also indicate trend lines or "tendencies" which may not be statistically significant at a high confidence interval but to bear watching and may suggest more than a casual relationship.

Interestingly, all Library Cooperatives are seen as not alike and as noted in the report, some are comprised of a mix of library class sizes while others are made up of mostly larger...or mostly smaller libraries.

**This suggests that Library Cooperatives in Michigan may have difficulty comparing themselves to each other or establishing some universal rules, guidelines, processes or other standardized approaches because, fundamentally, they are made up of some very different size libraries with some very different needs and interests.**

In spite of these differences there are some common findings in the report... one of which is an extremely high level of concurrence regarding the 90% "about right" score attributed to the "level of communications" received by library members from the Cooperatives.

**This high level of endorsement by a strong majority of members would suggest the current schedule for communicating with libraries by the Cooperatives is appropriate and reflects current demand of the members.**



Additionally, respondents provided a similar high score regarding the communication of important or “need to know” communications. Again, the strong showing, seen across the board by respondents from different class size libraries suggest an overall satisfaction with the content of Cooperative communications.

While respondents also agreed overall the opportunity for input was high, smaller libraries emphasized this more than larger class size libraries did. **While the finding may not be statistically significant the trendline appears clear and this finding may suggest some additional dialogue with larger library staff to determine how further input may be provided to the Cooperatives.**

The plurality of respondents could not suggest what else the Cooperatives could do to keep members more informed. Based on earlier scores it does not appear that is an area of concern for most respondents. The verbatim responses tend to reinforce this conclusion with comments suggesting a relatively high level of satisfaction with current Cooperative efforts in this area. **It may be incumbent upon the Cooperatives to experiment with different delivery mechanisms (i.e. Facebook, Twitter, Google Calendar or other techniques such as an e-zine to determine what additionally the Cooperatives might do to keep members up to date with latest relevant library information.**

Quality of training and effectiveness of training received a B+ score of 5.58/5.71 out of 7.0. While members appear generally satisfied it appears larger libraries may be somewhat less satisfied. This was especially noted when analyzing satisfaction levels by FTE size. While not statistically significant the trend would suggest a lower level of satisfaction with larger libraries (libraries with more FTEs) on this issue. There were also some differences by Cooperative, however, the confidence level on these differences is not adequate to suggest a meaningful trend. **Additional dialogue or follow up research with members and especially with the larger library members specifically regarding quality and effectiveness of training may be helpful.**

As noted in the text, there is a high positive correlation between opportunity for input and satisfaction with training. **This suggests insuring all Cooperative members have adequate input (and feedback) regarding training to increase the opportunity for satisfaction in the selection and provision of training opportunities.**

Respondents provided suggestions for improvements to training including the “number of offerings” and “webinars”. Other suggestions include developing a database of presenters that libraries could hire for in-service days and more iterations of training. While there are practical problems providing multiple iterations of training there may be opportunities for responding to member concerns. **Because training appears to be a significant concern for members the development of (if it doesn’t exist now) a Training subcommittee made up of member and Cooperative staff could be helpful in providing some creative solutions.**

Respondents offered suggestions for training topics including several mentions of "Customer Service". **Perhaps importantly, a mechanism to encourage the ongoing input of members regarding training topics (part of the Training subcommittee agenda?) appears to be something that would be helpful to guide the training content of the Cooperatives.**

The top valued services are the Delivery/ RIDES and the "group purchases of databases" and "advocacy" followed by "continuing education". Least valued services include Web Hosting and research/ development. **These scores are largely reinforced when "Services willing to pay for" scores are reviewed. While there are some differences the same top three services appear in the services one would most be willing to pay for.**

**While there are some differences by Class Size or Cooperative membership, the strength of these scores and preferences largely transcend Class Size or Membership.**

The delivery of materials questions provided insight which suggests a number of libraries are receiving materials less often than may be desired. **The most frequent requested change was libraries with 2 per week deliveries going to 3 per week. For the most part larger libraries wanted more deliveries per week, but this was not a universal finding and it does depend on the library. There was even a marginal increase in the number of libraries wishing to go to 5 deliveries per week.**

Respondents endorsed the overall value of Cooperatives with almost ½ scoring the Cooperatives as a "Very High Value" and another 37% scoring a "High Value". Perceived effectiveness of training is highly correlated with perceived value of the Cooperative and the smaller libraries were more likely to also rate the Cooperatives highly.

**Consideration may be given to heightening perceived effectiveness of training as a tool for increasing perceived value and and focusing on the needs of larger libraries to insure the Cooperatives are providing meeting the expectations held by the larger library members of the Cooperatives.**

There is not a consensus on the application of all State Aid dedicated to Cooperatives alone. As noted in the text there are mixed views. Some libraries are more dependent on the State Aid than others...and many are concerned about the economy and more potential downside. **It does appear a majority of the Library members could support the proposal if there was a clear demonstration the Cooperatives could provide as much or more value of the State Aid being requested back to the member libraries. In effect, if the Cooperatives could demonstrate a \$1.50 worth of demanded value for every \$1 in State Aid members give up, there is an opportunity for the membership to consider the proposal seriously.**

The Cooperatives are seen as a "reliable source" for best practices and for Library News and Issues by ¾ of respondents. There is some difference by Class Size with larger libraries scoring the Cooperatives somewhat lower. There is a positive correlation between the amount of communications and the score received regarding perception as a reliable source. The

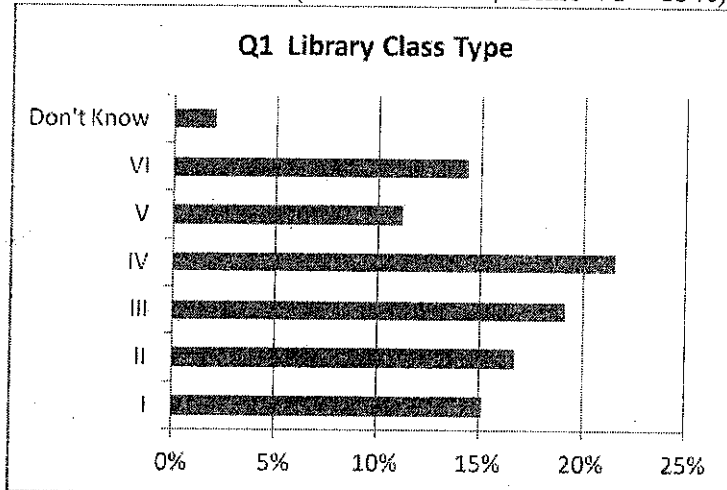
Cooperatives are seen as somewhat less of a source for Library Finance Information. Continued emphasis on communications and dialoguing with larger libraries to better understand any special needs they may have regarding best practices are recommended. Additionally, the Cooperatives may want to build more robustness into their Library Finance information to encourage the continued perception of the Cooperatives as reliable sources for best practice.

The future direction for Cooperatives is seen as somewhat different by most respondents with an emphasis on technology/support, discounts, advocacy and training leading the way. Marketing and consulting are less valued...perhaps because of the need for those services to be so tightly configured around the circumstances of the individual library. There are some differences by Class Size but these are differences between preference among the top choices noted above. In effect, these areas do appear to be the consensus areas of preference for the Cooperatives for the near to mid term as seen by Cooperative members.

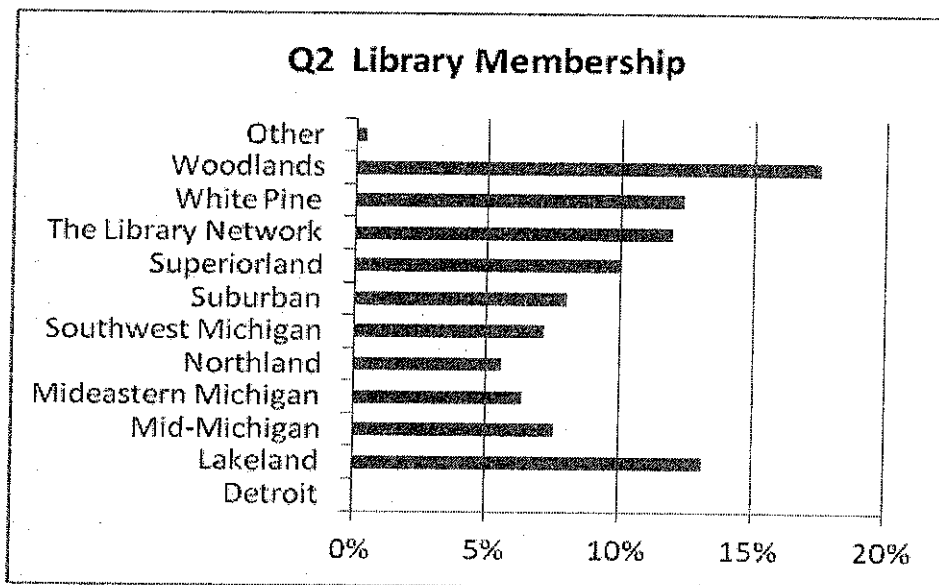
In summary, this report suggests Cooperatives are doing a number of things right. Their level of communications, quality of communications and training and other aspects of the service delivery focus are highly rated and valued. There do exist opportunities for training changes in delivery and content as well as opportunities for input...especially with larger size members. Although members appear satisfied with communications content and delivery it may be incumbent upon the Cooperatives to continue to find new approaches which respond even more favorably to member needs. Training content is an opportunity and mechanisms which encourage a greater dialogue between the Cooperatives and members is encouraged. Training suggestions for improvement must be mediated by cost efficiency and effectiveness and the delegation of some of the suggested ideas to a special committee may facilitate progress. There are some clear preferences for some services and some services appear clearly unnecessary and not desired. Using the information contained here to trim unneeded services will allow the Cooperatives to better allocate resources to what members demand most. There is an opportunity for shifting the frequency of materials to selected libraries and that flexibility appears to be key to meeting specific member needs. The State Aid question is a challenge but there appears room for additional discussion and demonstration by the Cooperatives of how such a proposal might make sense for the greatest majority of members. Overall, the Cooperatives are highly valued service providers serving as a reliable source and providing demanded services. With continued attention to the differences in member needs, remaining flexible regarding the look and feel of services in the future and retaining a service orientation Cooperatives may continue to be seen and viewed as an integral and valued part of the Library services delivery spectrum in Michigan.

## Detail Findings

The response rate included strong representation from all class sizes of libraries with the plurality response (22%) coming from Class IV libraries. However, of the six library class sizes four yielded participation rates of 15% or higher. Only Class V and VI libraries were represented at less than a 15% rate (Class V=12%/ Class VI =13%) (Chart Q1)

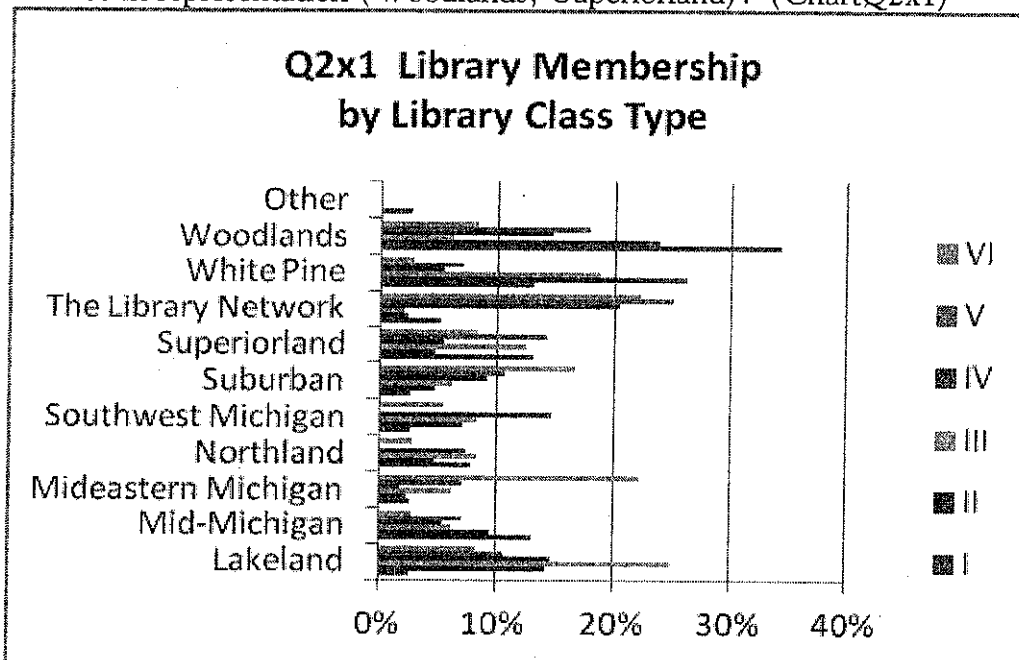


Similarly, there was solid representation from the nine Library Cooperative participating in the survey. Woodlands provided the highest number of responses as a percentage of the total field (18%) but four other Cooperative included 10% of the responses or more (White Pine, Library Network, Superiorland and Lakeland. (Chart Q2)



When considering Library budget, materials budget and FTEs there was (unsurprisingly) a high correlation between class size of the Library and the size of those budgets/ FTE levels (Charts Q1x30, 1x32, 1x33)

Interestingly, there is a diversity of Library class sizes by Co-op represented. Each Co-op reports diversity in Library Class type although some Cooperative yield greater representation from larger libraries (Library Network and Southwest Michigan), while others have a majority of smaller class size Libraries (White Pine, Mid-Michigan, Lakeland) while still others have something of a balance in representation (Woodlands, Superiorland). (ChartQ2x1)

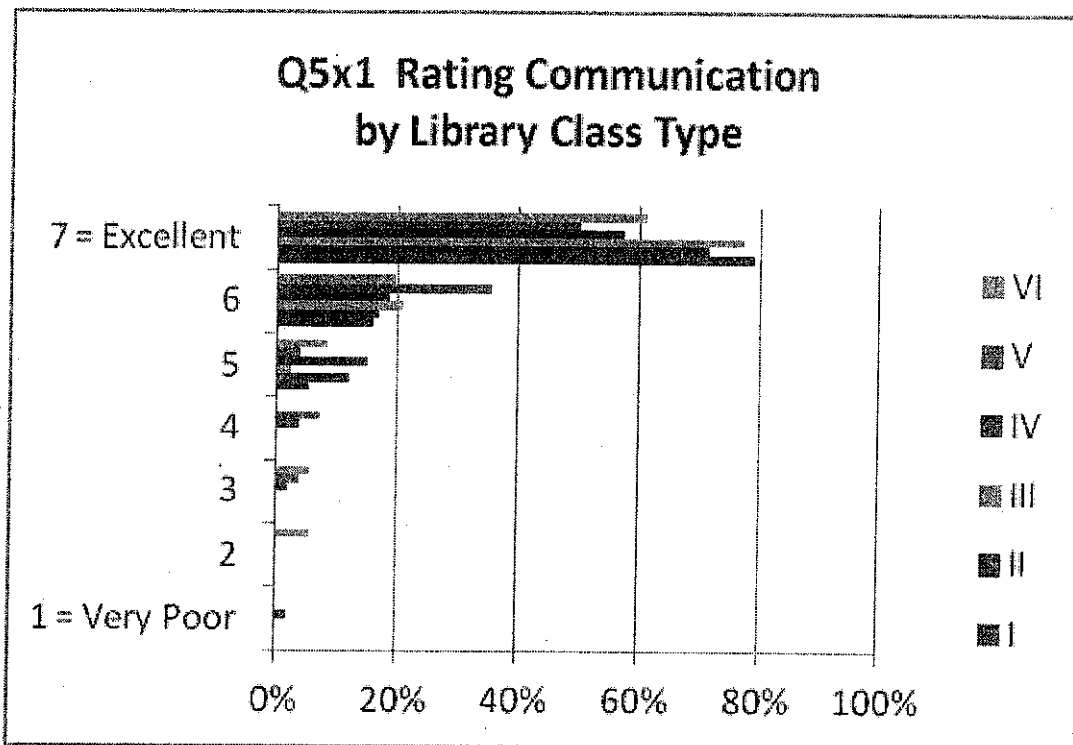


Over 90% of respondents believe they are receiving "about the right amount of (frequency) communications. (Q. 3) This extremely high finding showed little variation by Class Type with only one class of library citing more than 10% finding of "not (frequent) enough" (Class V). Only a small percentage (6%) of libraries in Class VI suggested "too often" but that was about the same number of Class VI libraries which reported "not enough". By Co-Op most of the Cooperative also cited "about right", while about 1/4 of Mid-Michigan representatives were more likely to say "not enough" (Q3x2).

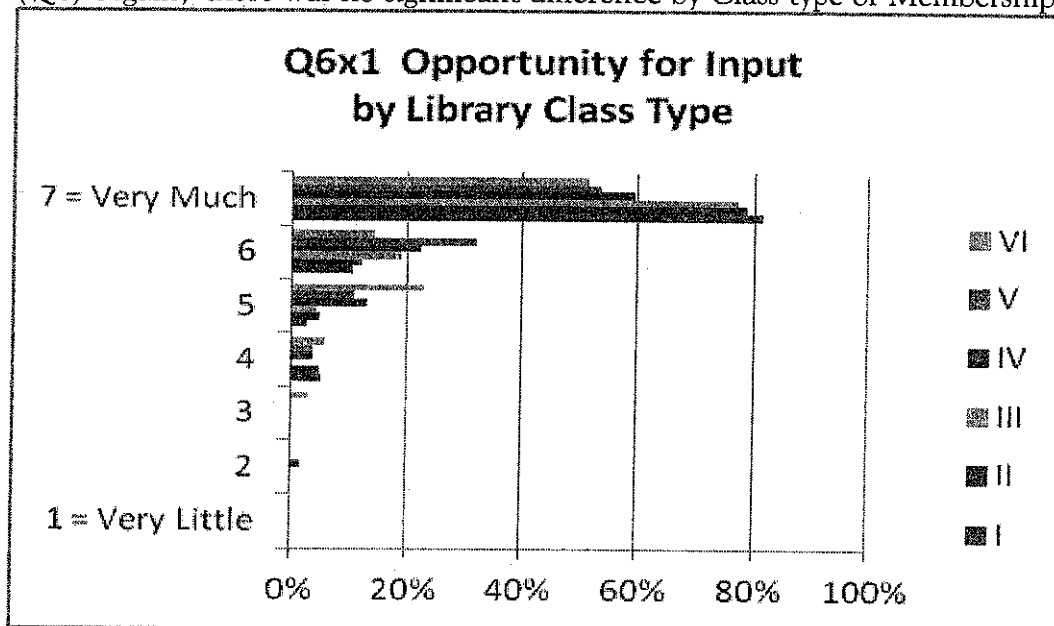
When asked to elaborate respondents provided detailed statements regarding the timeliness, relevancy and helpfulness of Co-Op communications (Q4) These are detailed in the tables portion of the report but the overwhelming number of statements was positive and a typical response is listed below:

**My Cooperative is very, very good about keeping the members libraries up-to-date on anything happening in the library community.**

From a ratings standpoint, almost 2/3 of respondents rated Co-Op communications at a "7" out of "7". Approximately 20% rated the communications a "6". Fewer than 10% of responses rated communications at a "4" or less. The mean score for the table was 6.43 out of a possible 7.0 (Q5) There was no significant difference in the responses by Library Class type or by Co-Op membership. (Q5x1)

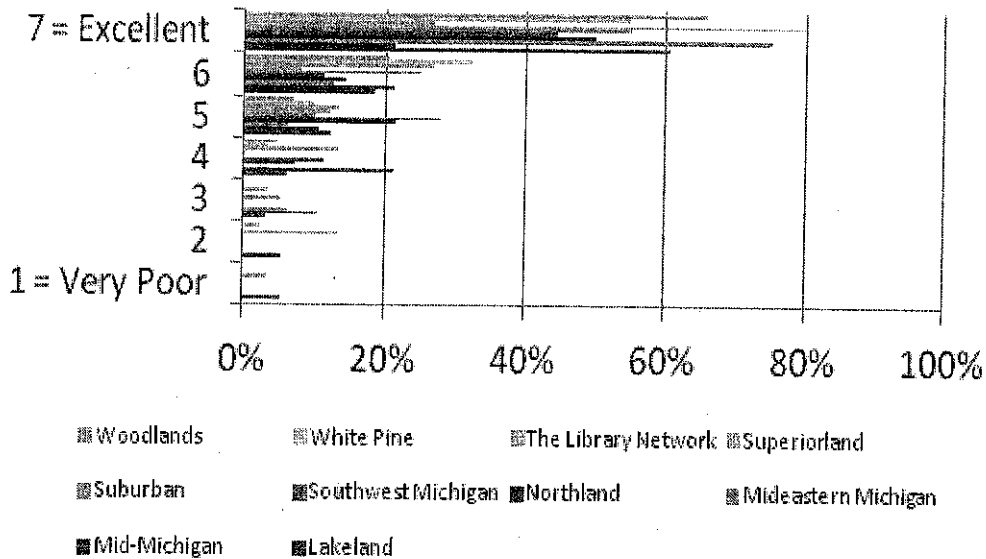


When asked how much input Co-Op members have for input relating to programs or services 68% cited a "7" out of a possible 7.0 ("Very Much") Another 19% rated this question a "6" and 10% provided a "5". Fewer than 10% of all respondents rated this question at a 4 or lower. (Q6) Again, there was no significant difference by Class type or Membership (Q6x1, Q6x2)



The "quality of training notifications" was rated at a "7" out of 7.0 by 58% of respondents. Another 21% rated this issue at a "6" and 12% rated it at a "5". Approximately 14% rated this issue at a "4" or lower. (Q7) Again, there appeared to be no significant differences by Class type or Membership (Q7x1, 7x2)

## Q7x2 Quality of Training Notifications by Library Membership



When asked what "additionally" or "differently" the Cooperative could do to keep its members more informed the plurality of respondents (44%) were "unsure". Another 25% made "other" suggestions. 64 verbatim responses are itemized in the Tables section but typical responses included:

*I feel everything is handled quite well now.*

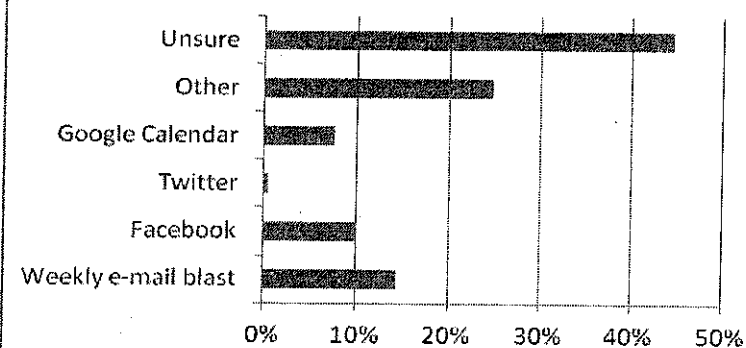
*Nothing additional - communication is ok*

*Really just a better job of Steering Committee communicating what it's topics are and engaging the members for feedback.*

*I am as informed as I can get and don't use Facebook or Twitter*

14% of respondents suggested a "weekly e-mail" blast

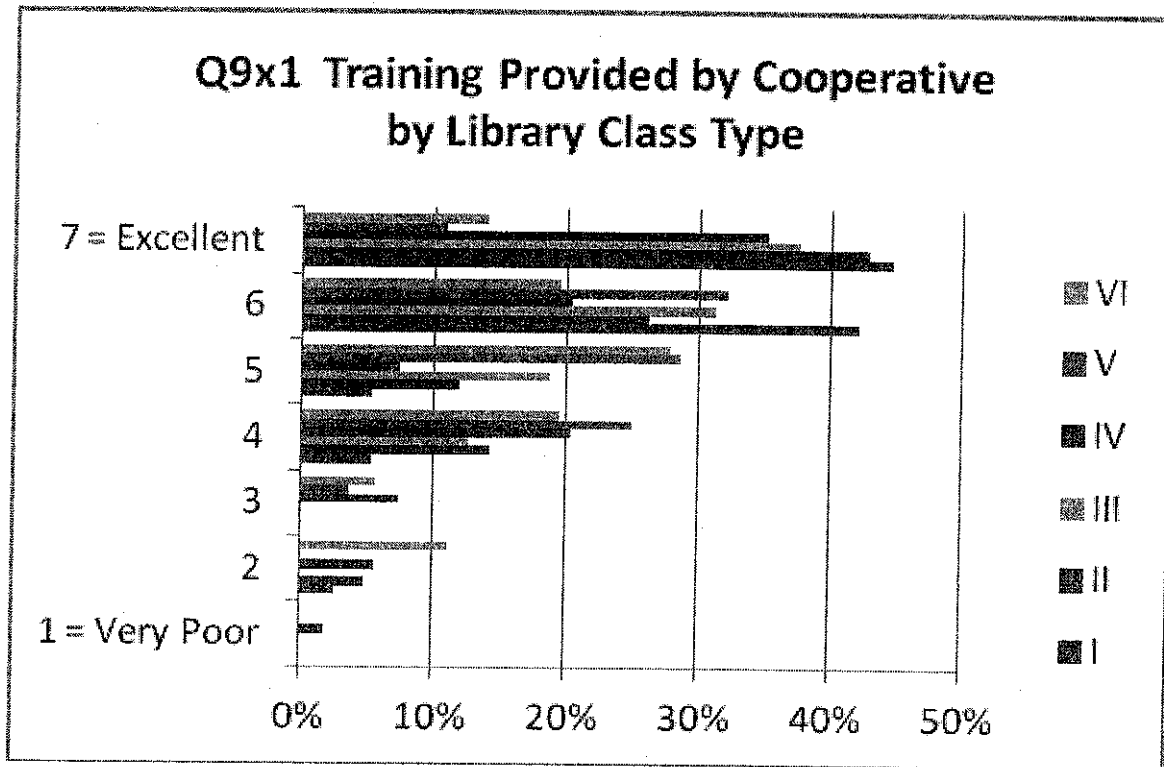
## Q8 How Cooperative Can Provide Information





10% of respondents suggested using Facebook, while another 8% suggested Google Calendar. (Q8) The "training" provided by the Cooperative was rated at a "7" out of 7.0 (Excellent) by 34% of respondents. Another 28% rated the training at a "6" and 16% each rated this issue a "5" or "4". The mean score for this issue is 5.58 out of a possible 7.0

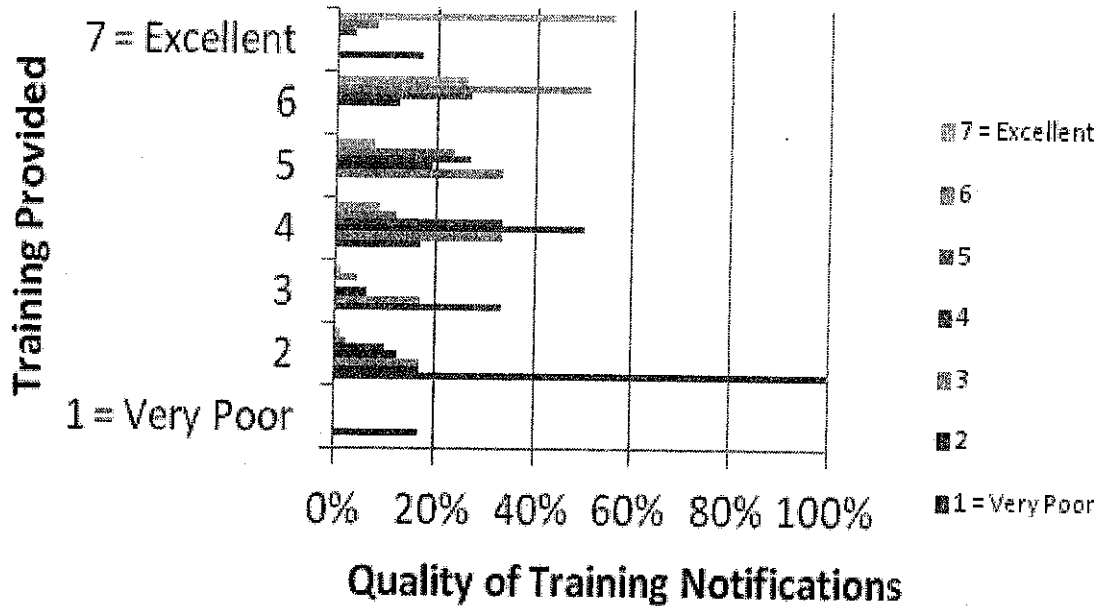
There are some differences by Class of Library. Class V and VI libraries tended to provide a score in the "4" - "6" range while I-IV were more likely to provide a "7" rating. Class VI libraries were also more likely to provide a "2" rating. (See Chart Q9x1)



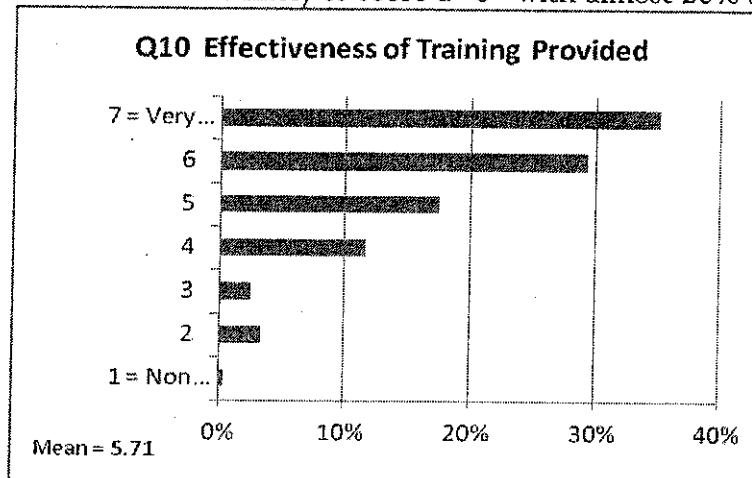
While there were also some differences by Library Co-Op these differences weren't statistically significant due to the small sample size represented by a number of the Cooperative. (Q9x2)

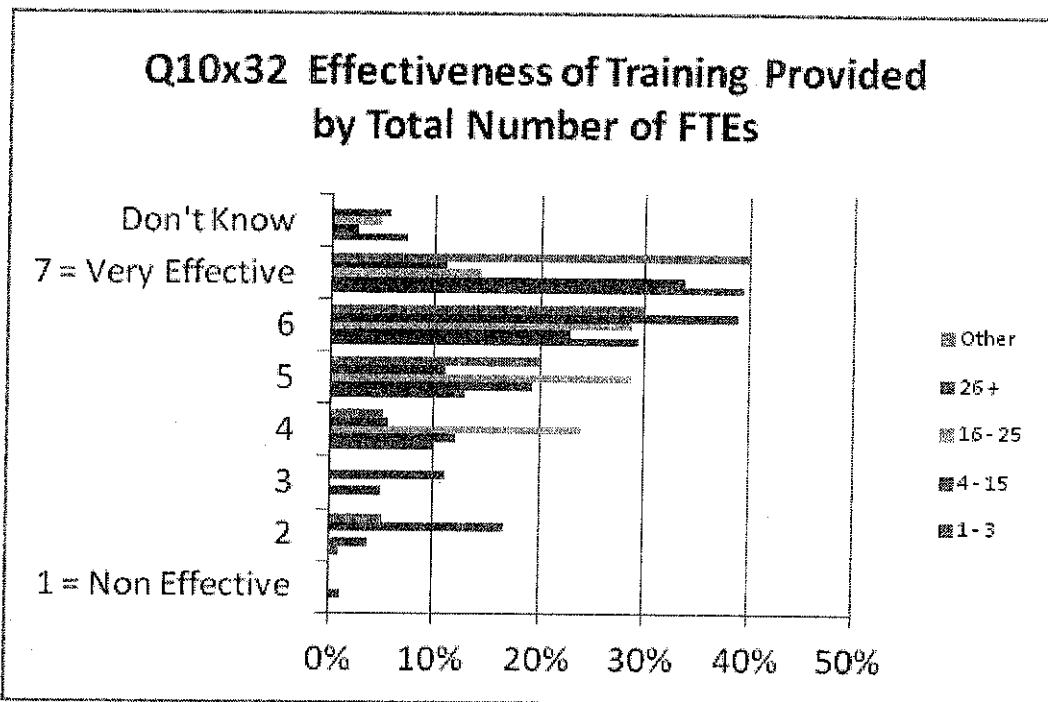
There is a high level of positive correlation between the score provided for "Quality of training provided by the Co-Op" and "Opportunity for Input". In effect, those who felt they had high levels of opportunity for input tended to score the quality of training high. . . and vice versa. (Q9x6) Similarly, there is a high positive correlation between scores awarded to "Training provided by the Cooperative" and "Quality of Training Notifications" (Q9x7)

## Q9x7 Training Provided by Cooperative by Quality of Training Notifications

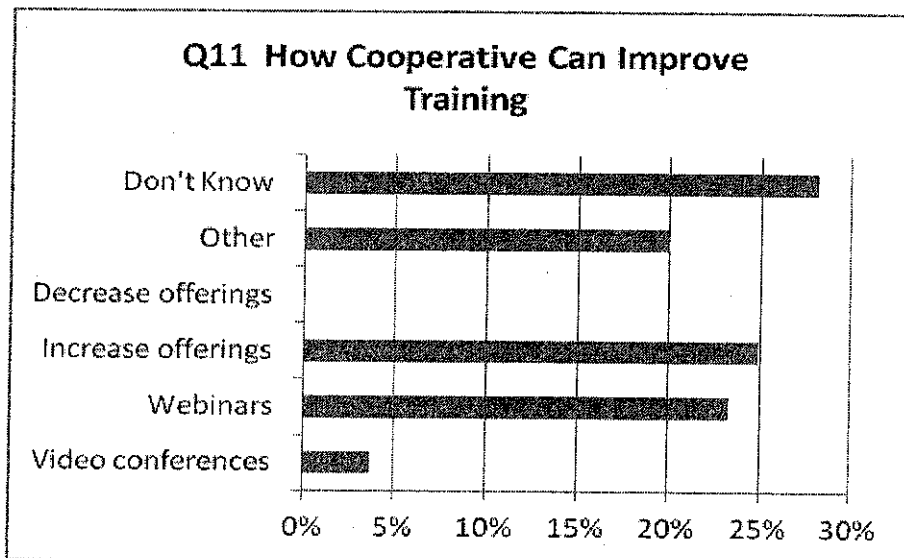


"Effectiveness of Training Provided" was rated at a "7" or "Very Effective" by 35% of the respondents with 29% rating the effectiveness at a "6" and 18% at a "5" of 7.0. The mean score for this question is 5.71 out of a possible 7.0. Approximately 17% of respondents scored this attribute at a "4" or lower. (Q10) There were no significant differences by Class Size. By Membership type the differences did not rise to the threshold of significance due to the small sub-sample size. (Q10x2) By number of FTEs there is a difference with Libraries with fewer FTEs more likely to score the training provided at a "7" while those with greater numbers of FTEs were more likely to score a "6" with almost 20% scoring a "2". (Q10x32)





When asked how the Cooperatives can improve training 28% (plurality response) "Didn't Know". Another 25% suggested "increase the number of offerings", and 23% suggested "Webinars". 20% had "Other" suggestions (See Tables) which included statements like:



- Increase the variety as well as the number, and perhaps develop a database of speakers/presenters that libraries could hire for In-Service days, etc.
- webinars and video conferences in winter and increase number of training offerings
- More offerings of the same training. Frequently hard to attend when there are only 1 or 2 dates provided. (which should be ample, but never seems to be.)

The verbatim comments were largely positive reflecting satisfaction with the current training environment. In some cases, “more dates” were requested. Some requested more webinars, others preferred not to have webinars. For the most part comments reflected a relatively consistent tone of satisfaction.

Those who were more satisfied with the effectiveness of the training were more likely “not to know” what else could be done to improve the quality of the training. Those who were less satisfied with the effectiveness of the training were more likely to suggest either an “increase in offerings”, “webinars” or “other”. (Q. 11x10)

When asked if there were additional training or service needs respondents provided a spectrum of suggestions (See Table). Ideas include a wide range of suggested programs/ services. A typical set of suggestions includes:

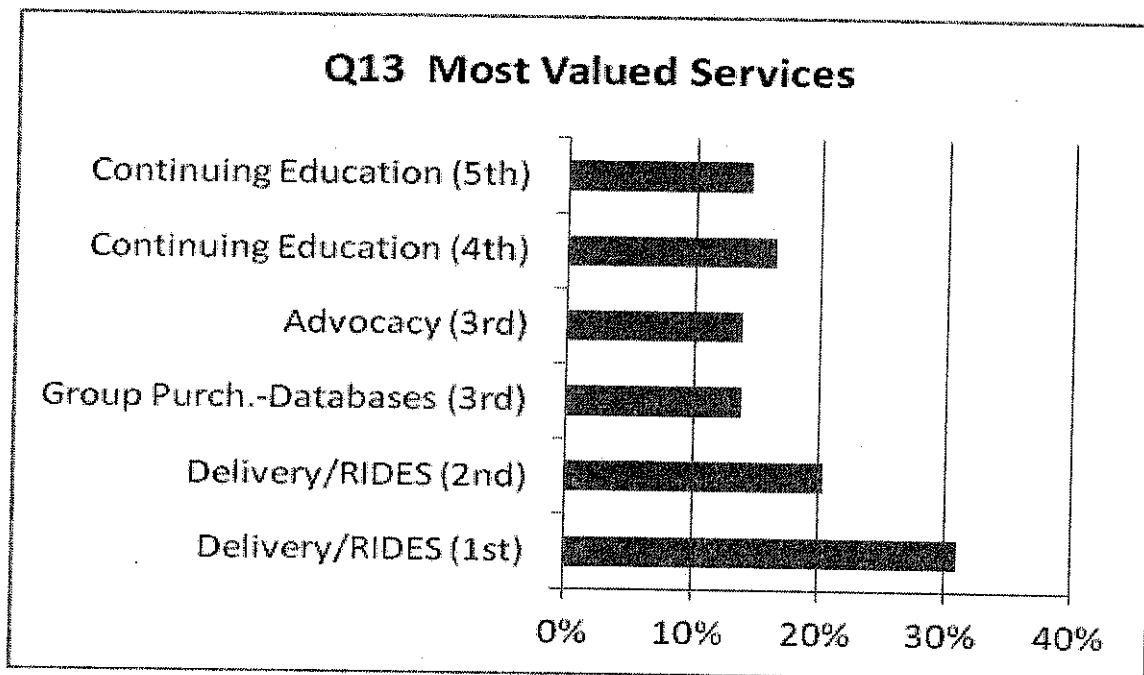
*accessing and designing reports*

*increased tech training*

*Customer Service!!!!!! (multiple suggestions on this)*

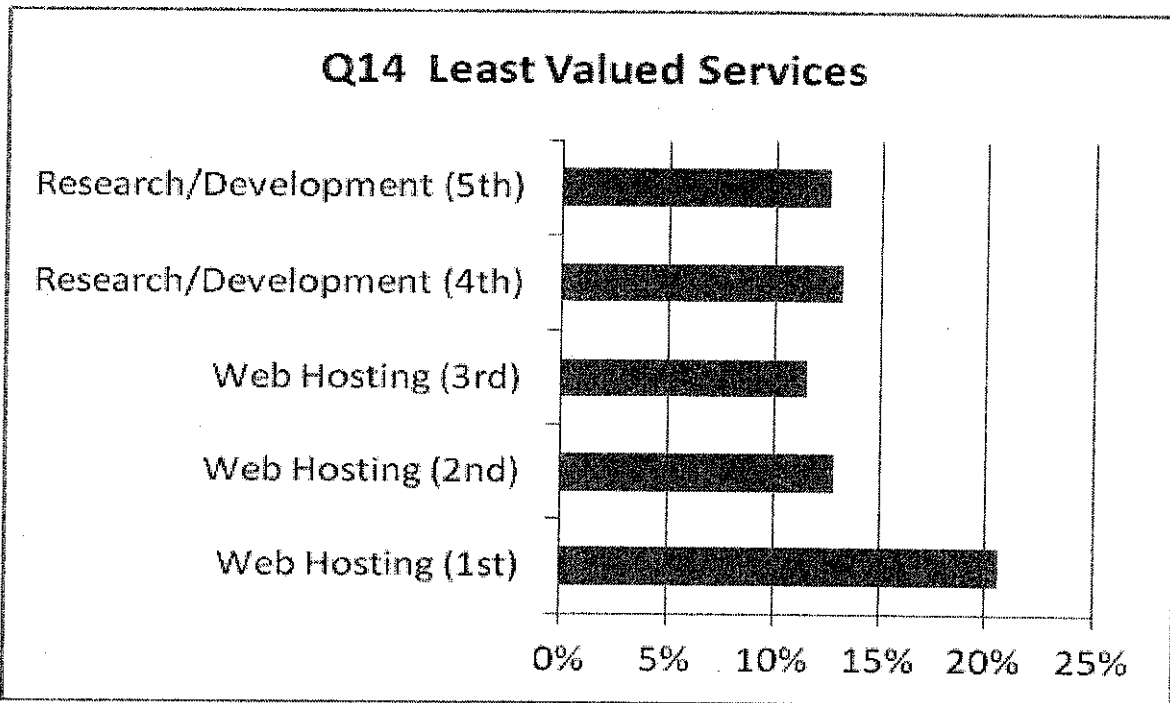
*EBook reader selection and use.*

Most valued services include Delivery/ RIDES which scored highest in both first and second place (respondents could mention the same item in each of five choice categories). (Q13)

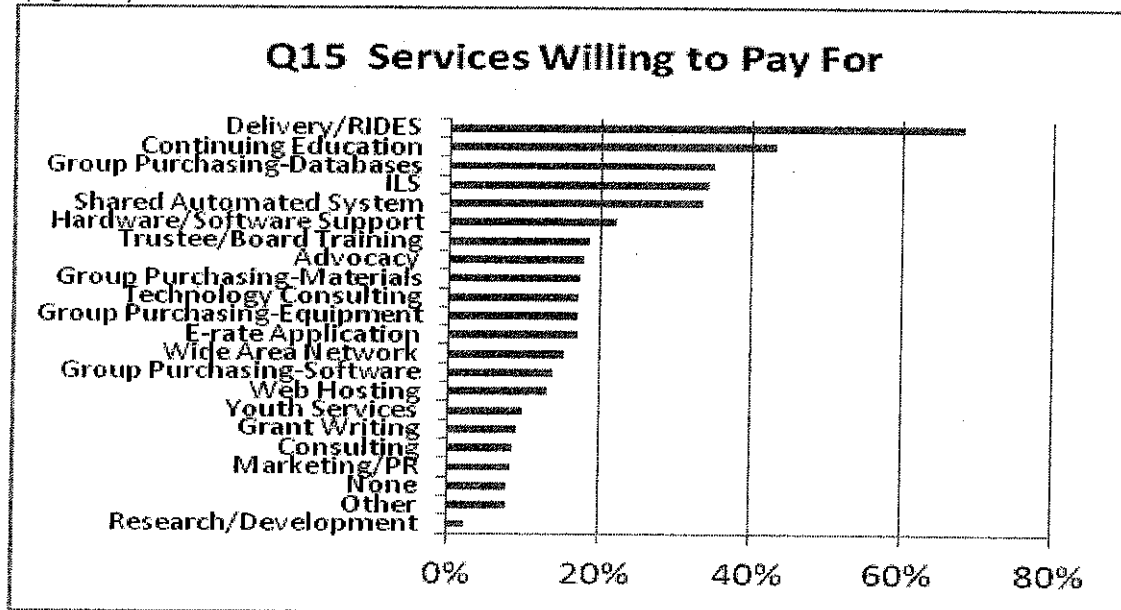


Among the “least valued” services “Web Hosting” scored first, second and third, with “Research and Development” following.

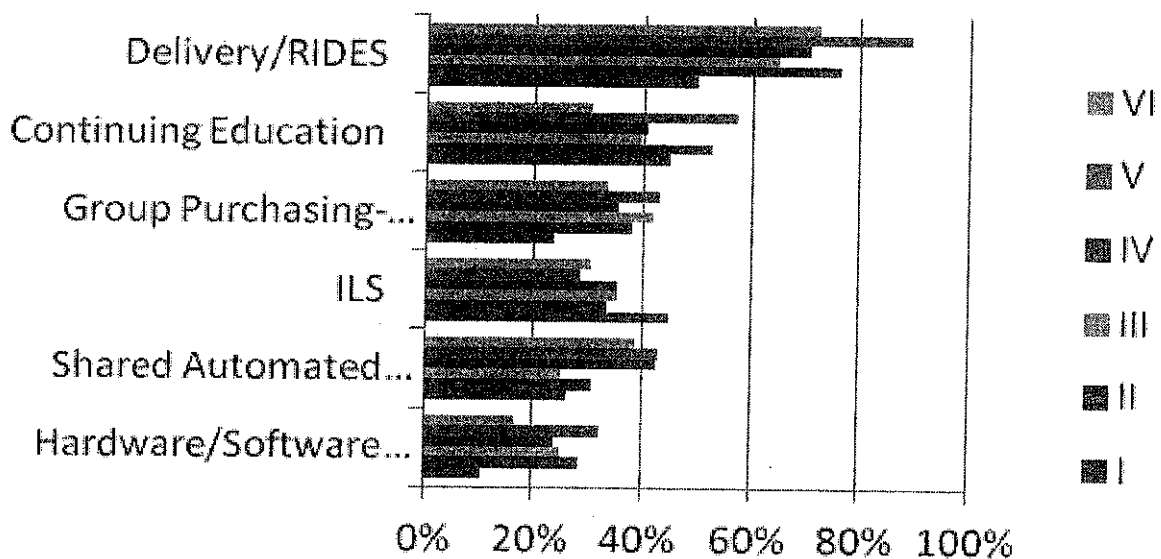
The repeated high scoring of these items suggest a strong interest on the part of the constituents to send a message these services are not desired. (Q14)



Among the services respondents are willing to pay for (Q15) "Delivery/RIDES" continues to score well. "Continuing education" ranks a distant second and "Group Purchasing- Databases" ranks 3<sup>rd</sup>... although there is not a statistically significant difference between the number 3, 4 and 5<sup>th</sup> ranked items in this list. Other items queried are shown in descending order. When looking at the top 5 ranked services by Library Class Type there are some differences but there it seems surprising how consistent the scores are between the different Class Libraries. In fact, there is not a significant difference among most of the Library Classes on these ratings. (Q15x1)



### Q15x1 Services Willing to Pay For by Library Class Type



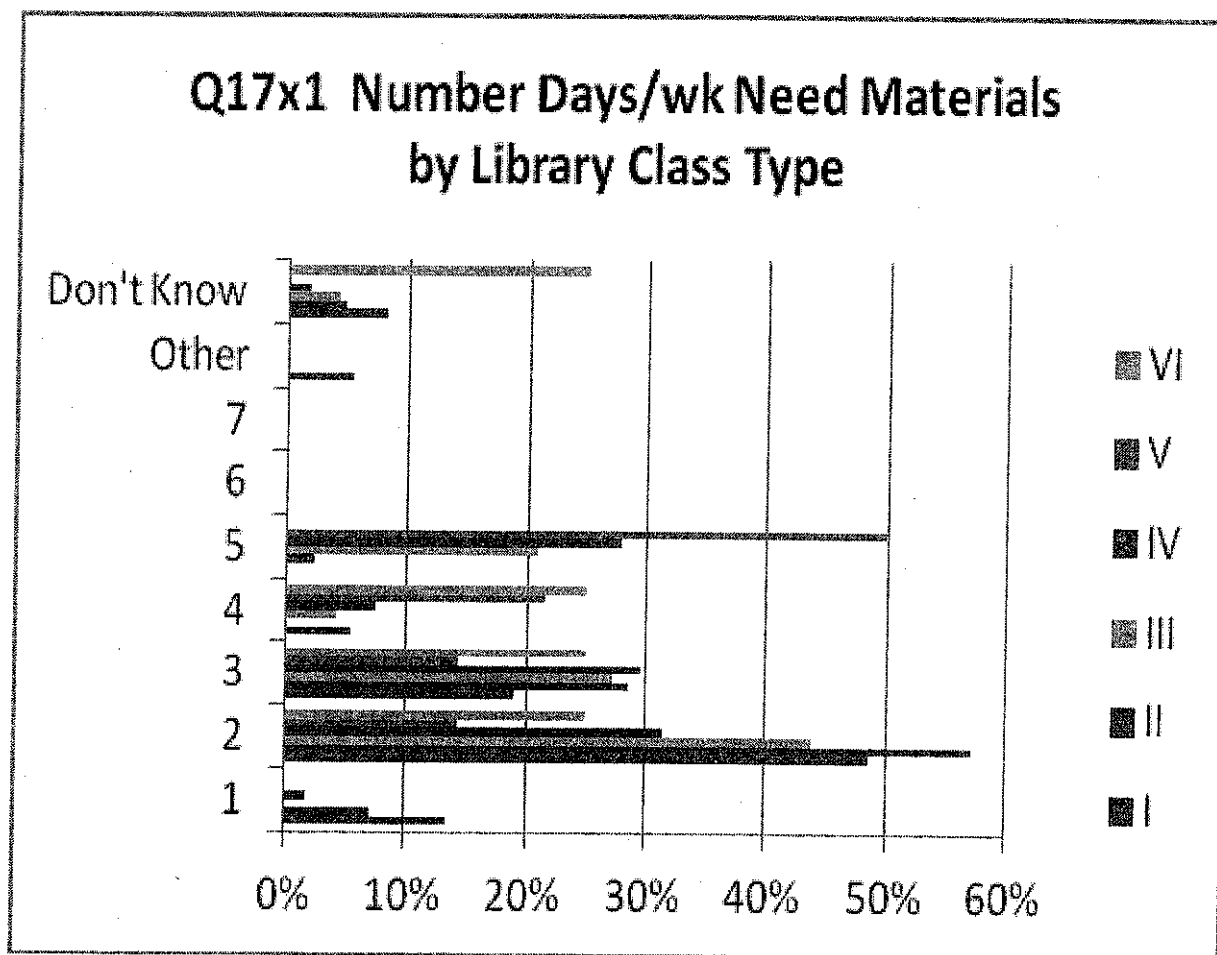
Over 1/2 (54%) of respondents note they receive materials two days per week. The table for materials received is shown below: (Q16)

Number of days	% Respondents Receiving
2	54%
5	21%
3	13%
4	7%
1	1%
6	.005%
Other	2%
Don't Know	3%

As might be expected there are significant differences by class size. Class V and VI Libraries are much more likely to receive materials 5 days a week, while Class I and II Libraries are much more likely to receive materials 2 days per week. There appears to be no statistical difference among Library Cooperative.

When comparing the days respondents receive materials with what their preferences might be it is apparent a number of respondents are receiving materials less often than they like (change from 2 day frequency of 54% to 35% and from 5 day from 21% to 25%). A majority of those wishing more frequent materials delivery would like to see the frequency moved to 3 days per week ( from 13% to 22%).

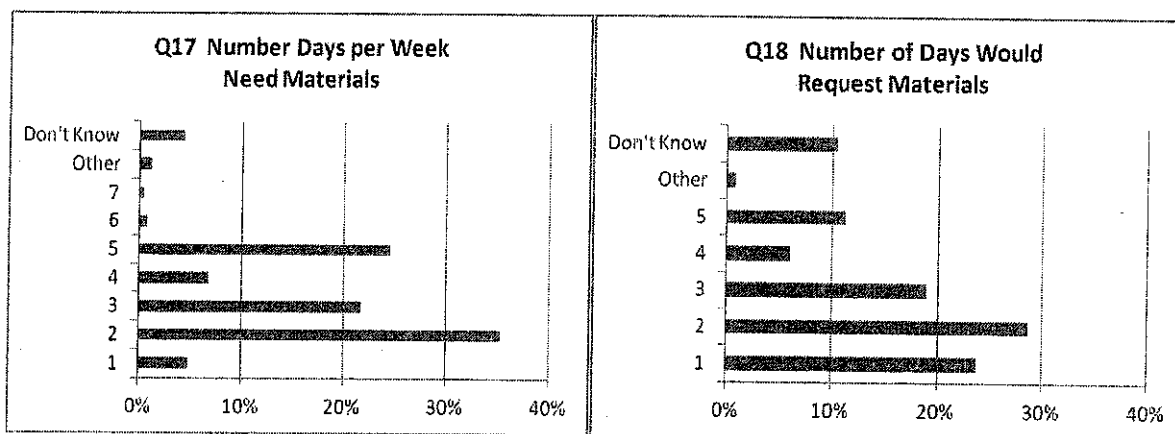
Number of Days	From	To
7	0%	.005%
6	.005%	1.0%
5	21%	25%
4	7%	7%
3	13%	22%
2	54%	35%
1	1%	5%



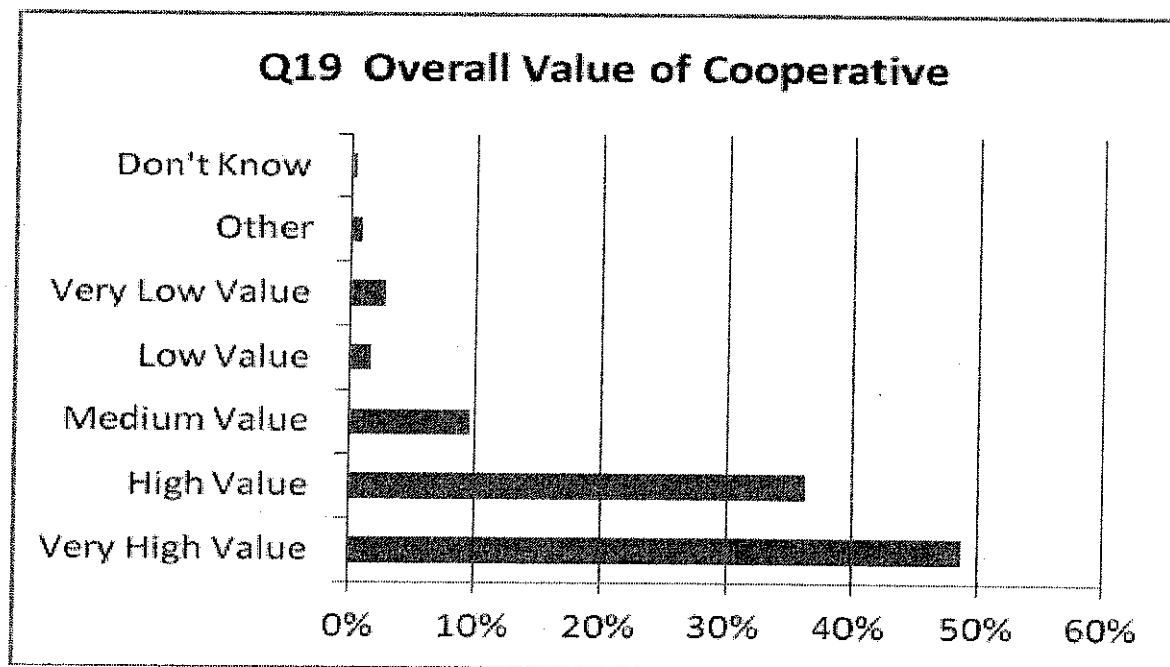


As noted in Q17x1 there is a correlation between size of library and the number of days desiring material delivery. This may be an intuitive finding but it is borne out with some consistency although there are Class VI libraries that wish to have materials delivered only two days as well as those that desire material delivery 5 days.

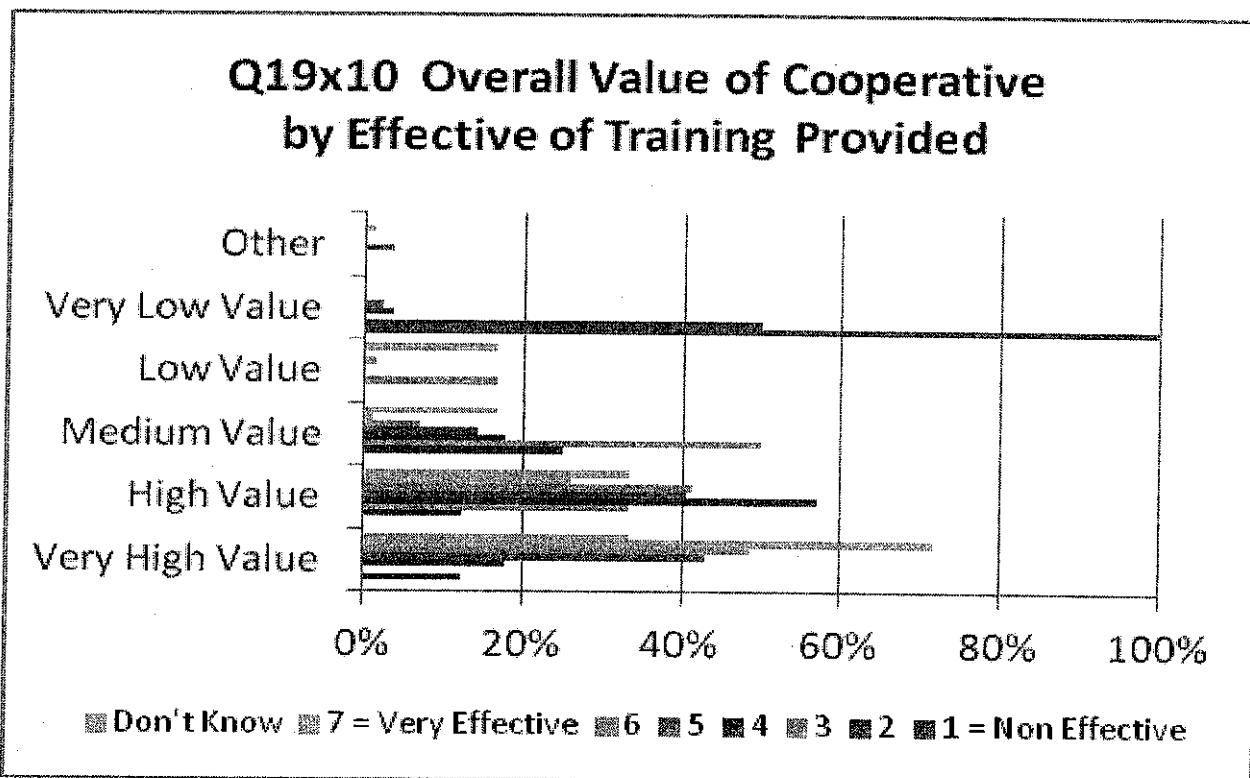
The number of days a library "needs materials" (Q17) is considerably different than the number of days a library will "pay for materials" to be delivered (Q18) In fact, the "Don't Know" response goes up dramatically, and the number of libraries desiring 5 day delivery is reduced by more than 1/2.



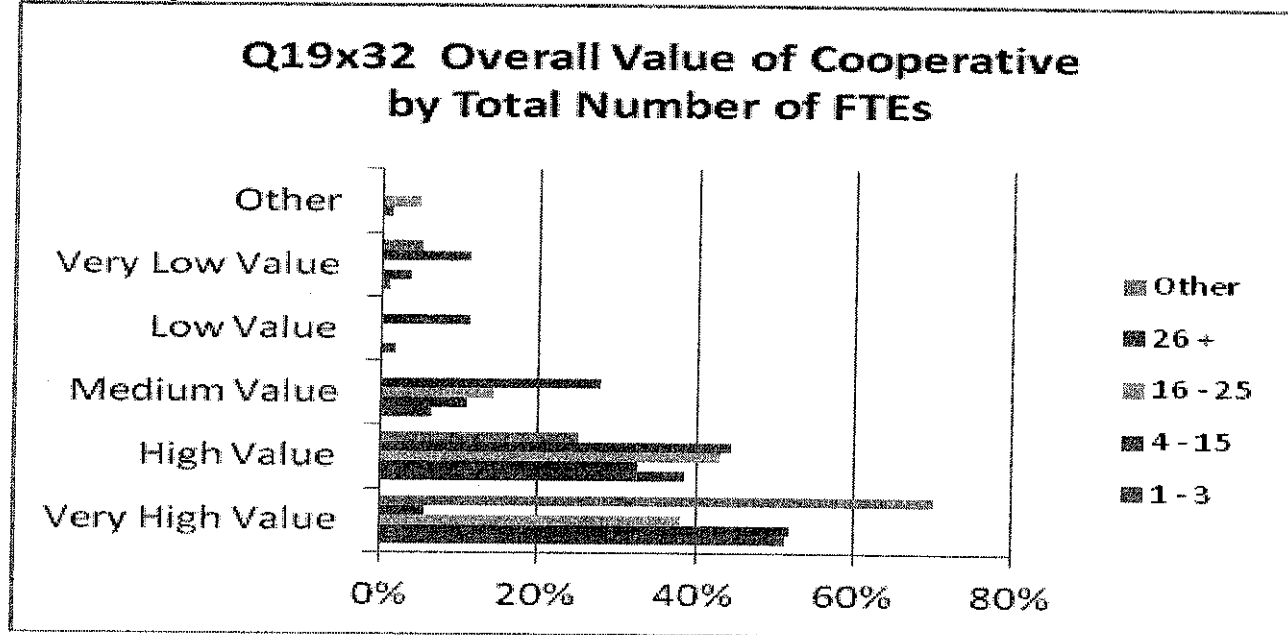
The Overall Value of the Cooperative is seen as "Very High" by 48% with another 37% rating it as "High". (Q19) Because the numbers are so concentrated at the "6" and "7" levels there are no meaningful differences by Class size or membership. (Q19x1, 19x2)



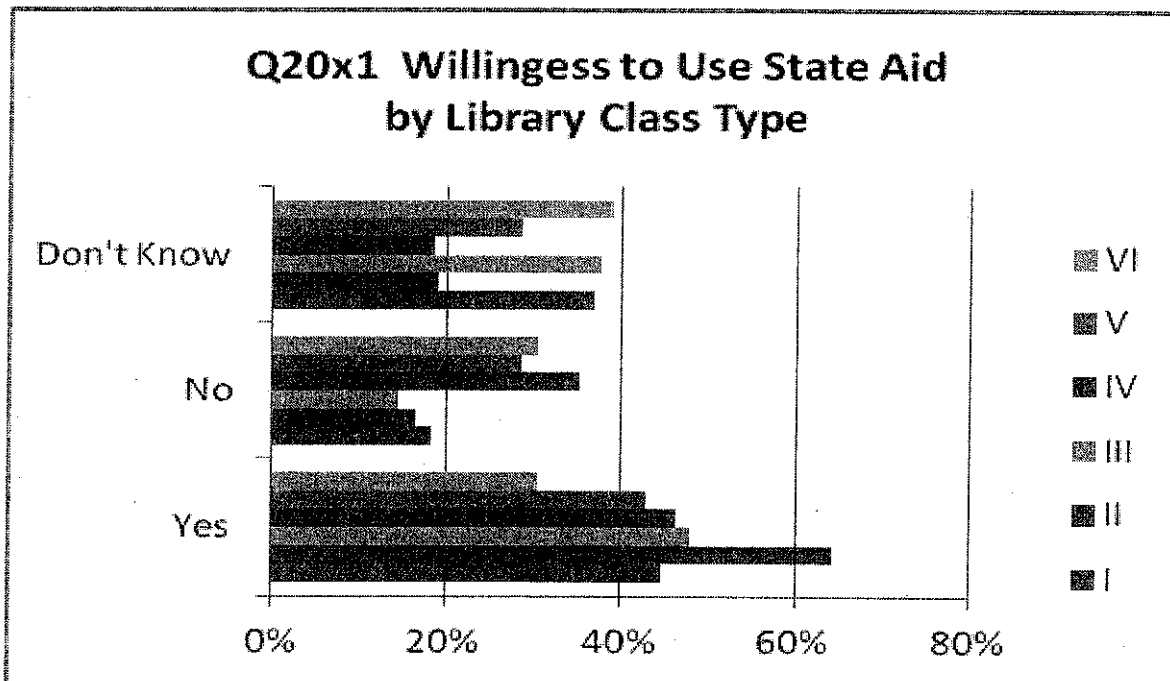
There is a strong positive correlation between perceptions of the "Effectiveness of Training Provided" and the "Value of the Cooperative". The higher the perceived effectiveness the higher the score for value.... (Q19x10)



There is also a correlation between the perceived value of the Cooperative and size of the Library. Those libraries with more than 26 FTEs are likely to cite a lower total perceived value for the Cooperative than those libraries with fewer FTEs.



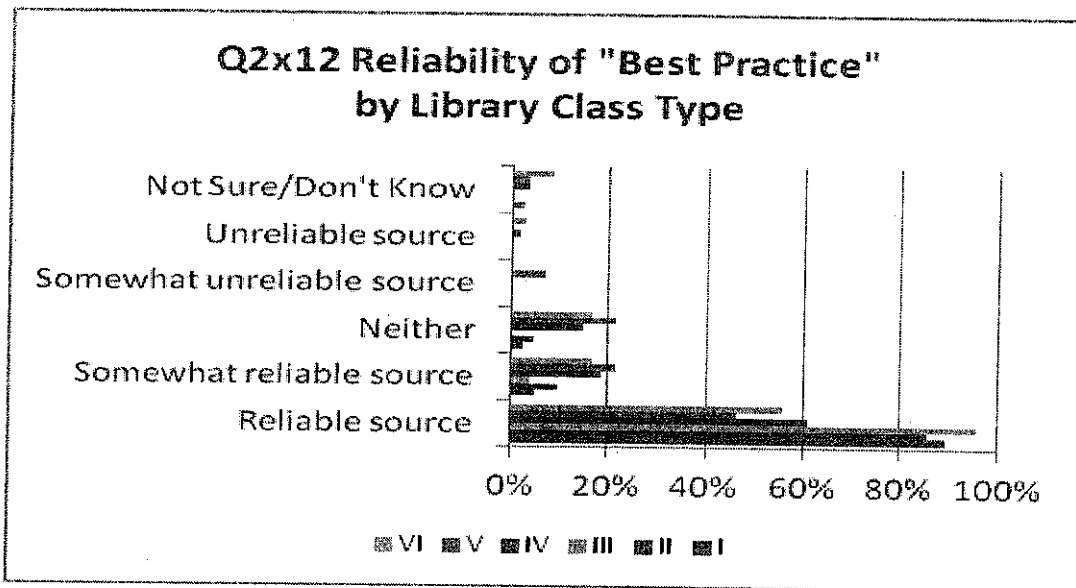
Approximately 46% of respondents were willing to use all State Aid to support the Cooperative. (Q20) Another 29% "Didn't Know" while 25% were against this move. By Class Size there were some differences.... the larger libraries and those with more FTEs and a larger budget were more likely to be against the use of State Aid for this purpose while smaller libraries were more likely to be supportive. (Q20x1)



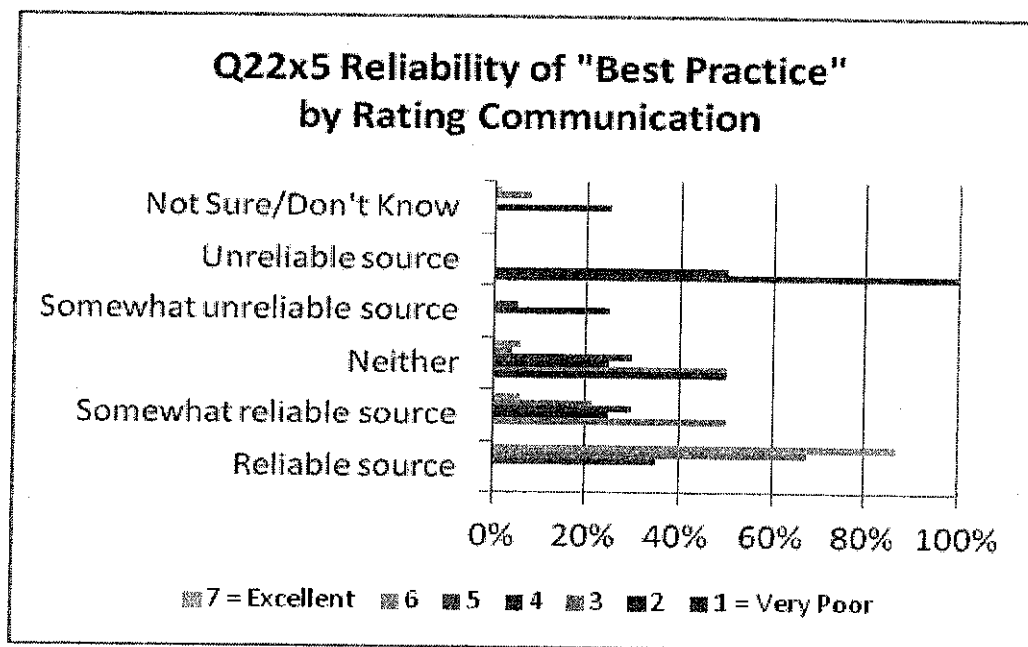
When asked to elaborate (See Tables) there were many responses that essentially fell into one of three camps:

- 1) The Cooperative is critical and we need to help keep it going.
- 2) My library is in a desperate struggle for survival and the State Aid, while it isn't much is critical for us.
- 3) I'm in the middle. . if the Cooperative can deliver more value for what they do than what the State Aid provides, we could probably swallow hard and accept it...but it won't be easy.

Almost  $\frac{3}{4}$  (74%) consider the Cooperative to be a "reliable source" regarding "best practices" in the Library industry. Another 12% consider the Cooperative to be "somewhat" reliable. There is a modest amount of difference in scoring by Class Size (Q22x1) and some differences by Library Cooperative membership but this is not statistically sound due to small sample sizes.

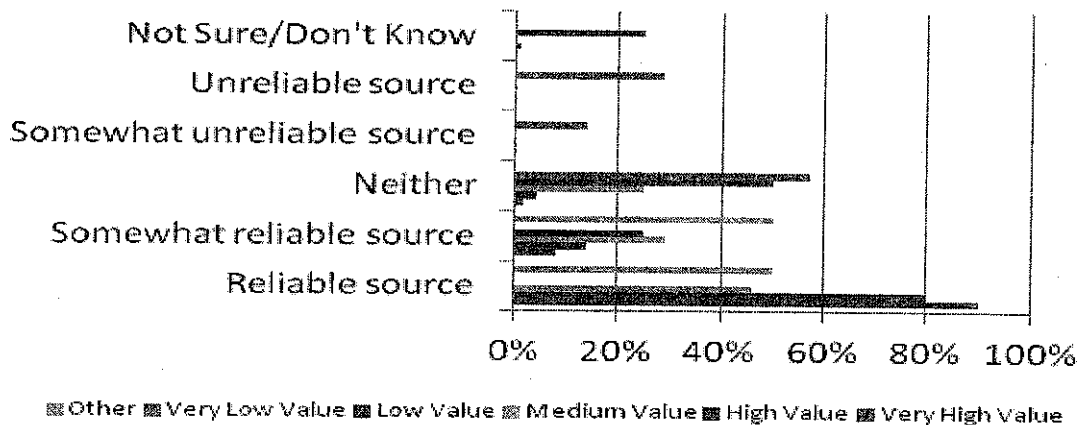


There is a positive correlation between the perceived "amount of communications" and "reliability as a source for best practice information Q22x3) as well as between the perceived quality of the communications and reliability of the Cooperative as a source (Q22x5)



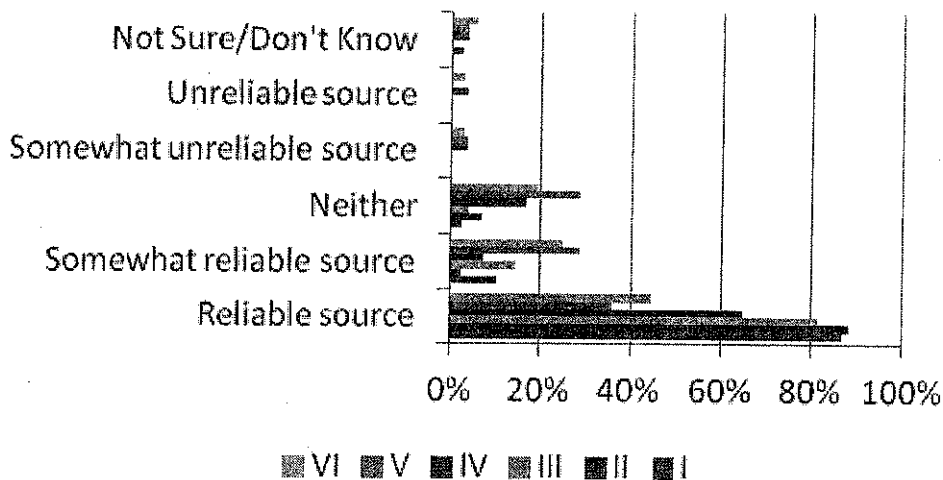
About as many respondents (78%) believe the Cooperative is a reliable source of Library News and Issues (Q23) There are no significant differences by Class Size although there is some trending that might suggest some larger libraries see the Cooperative as less of a reliable source than other class size libraries. (Q23x2) There were similar correlations relating to the perceived overall value of the Cooperative and the reliability of the Cooperative as a source for Library news (Q23x19)

### Q23x19 Reliability of Co-Op as Source of News by Overall Value of Cooperative

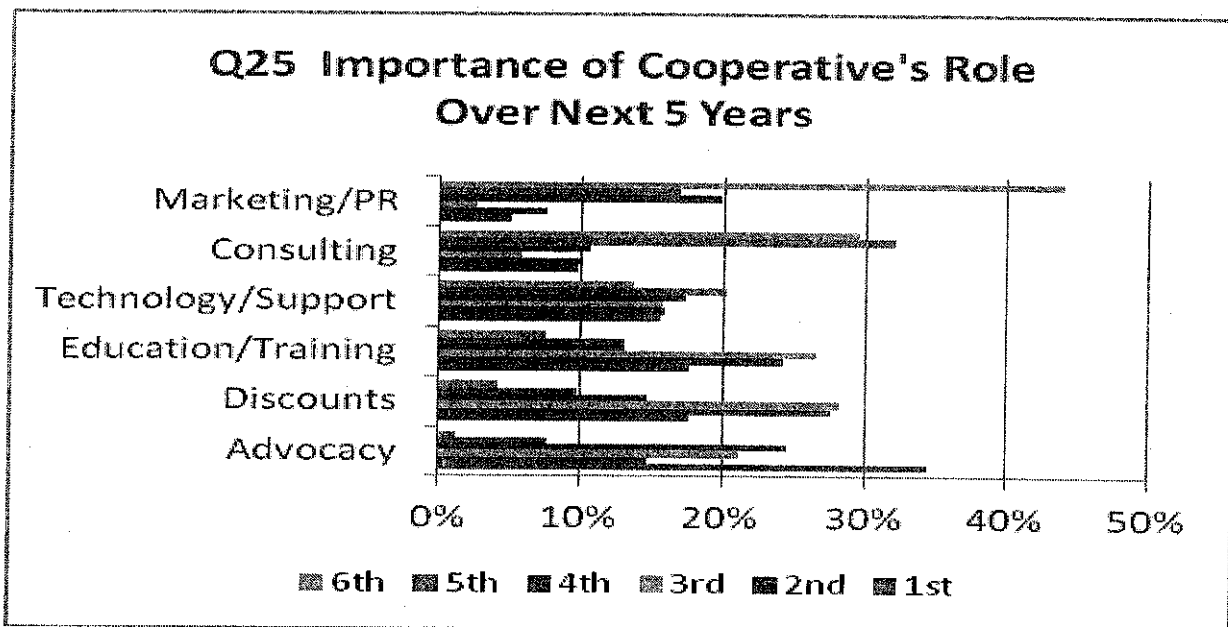


Somewhat fewer respondents see the Cooperative as a “reliable” source for Library Finance Information (70% vs. 78%) and as with other questions of a similar nature, larger class size libraries are somewhat less likely to agree the Cooperative is a reliable source while smaller libraries are more likely to agree the Cooperative is a reliable source (Q24x1)

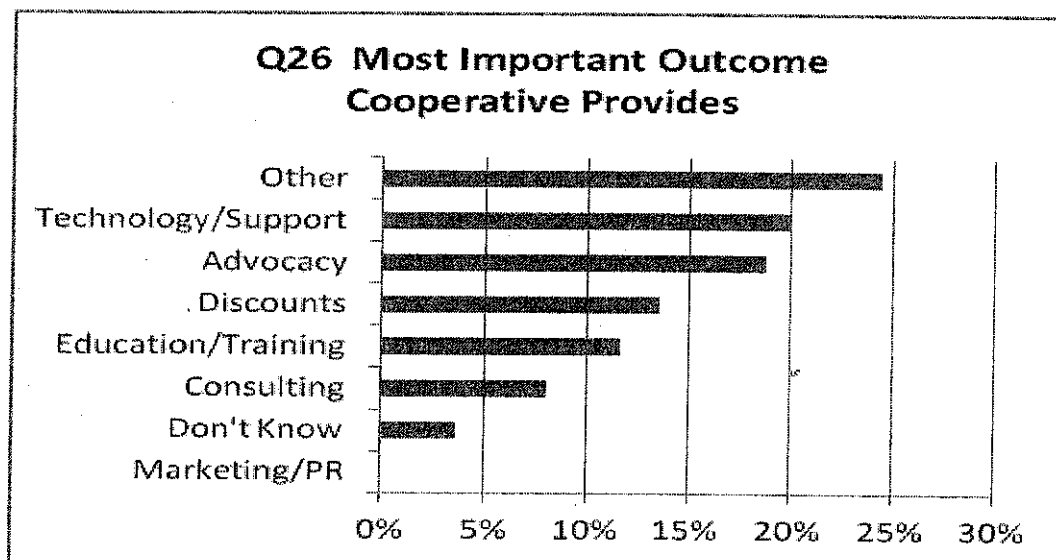
### Q24x1 Reliability of Co-Op for Library Finance Information by Library Class Type



While respondents provided a diversity of responses to the question of what should be the Cooperative’s most important role over the next 5 years there is a trending for more support to go toward “Advocacy”, “Discounts” and “Education/ Training” while somewhat less support for “Technology/ Support”, “Consulting” and “Marketing/ PR” (Q25)



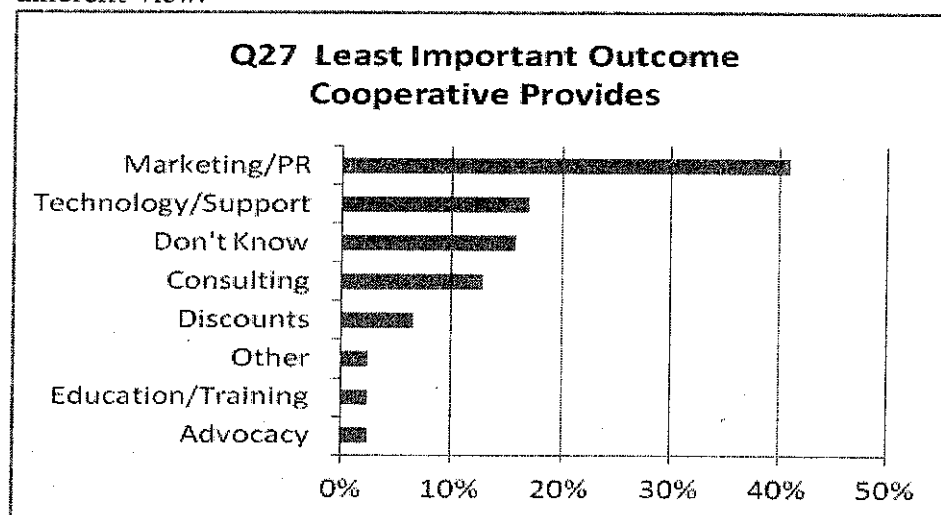
The look for the future is considerably different than the perceived current most important outcomes provided by the Cooperative (Q26). The plurality view (20%) is that "Technology and support" is the most important outcome. This differs from the score for "Technology and Support over the next 5 years in Q25 which is given a more middling score. However, "Consulting" and "Marketing/PR" are given fairly low marks in Q26 as they are seen as low priority in Q25.



There are some differences by Class Size with the smaller libraries more likely to cite "Advocacy" while larger libraries are more diverse and likely to score higher in other areas such as "Technology/Support" or "Other".

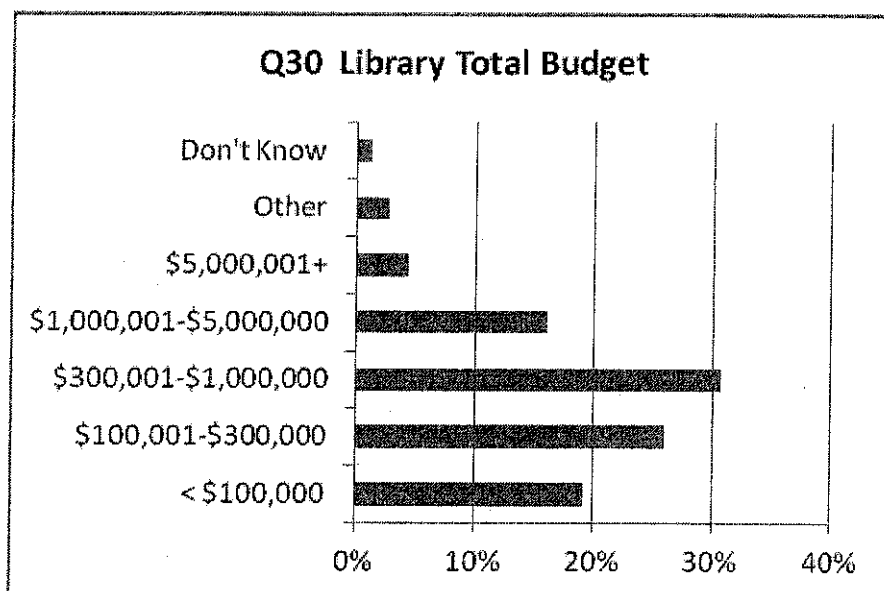
As may be anticipated the "Least Important Outcomes" (Q27) are for the most part the opposite of the scores seen in Q26 although interestingly "Technology/Support" is given a relatively high score as "least important" where it was given a fairly good score as most important as well.

This may suggest a certain amount of ambivalence regarding the service provided in the "Technology and Support" area with some respondents very supportive and others with a very different view.

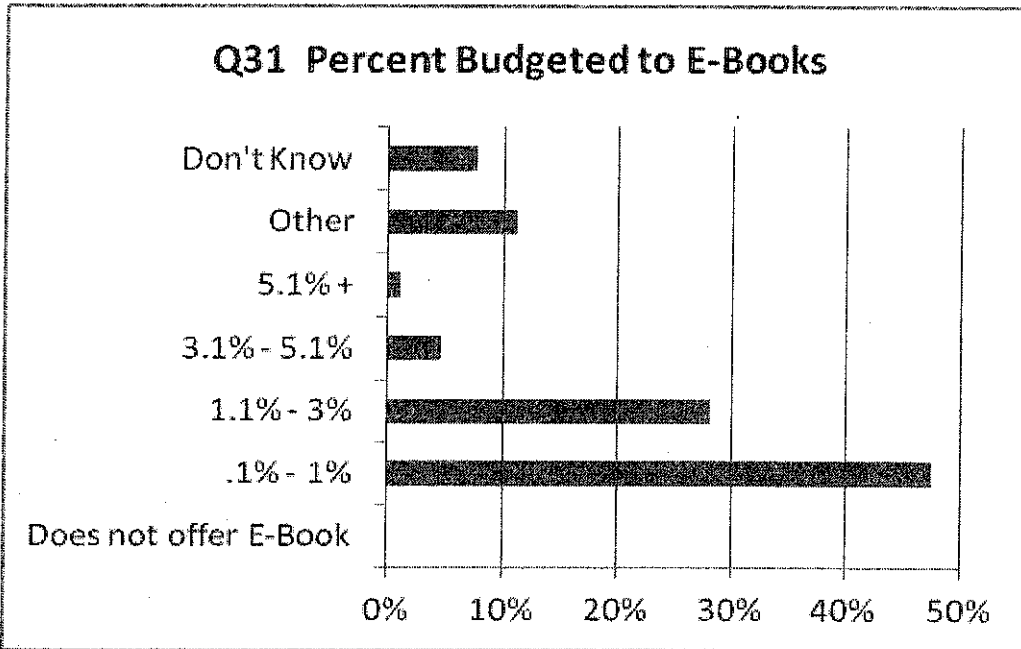


## Demographics

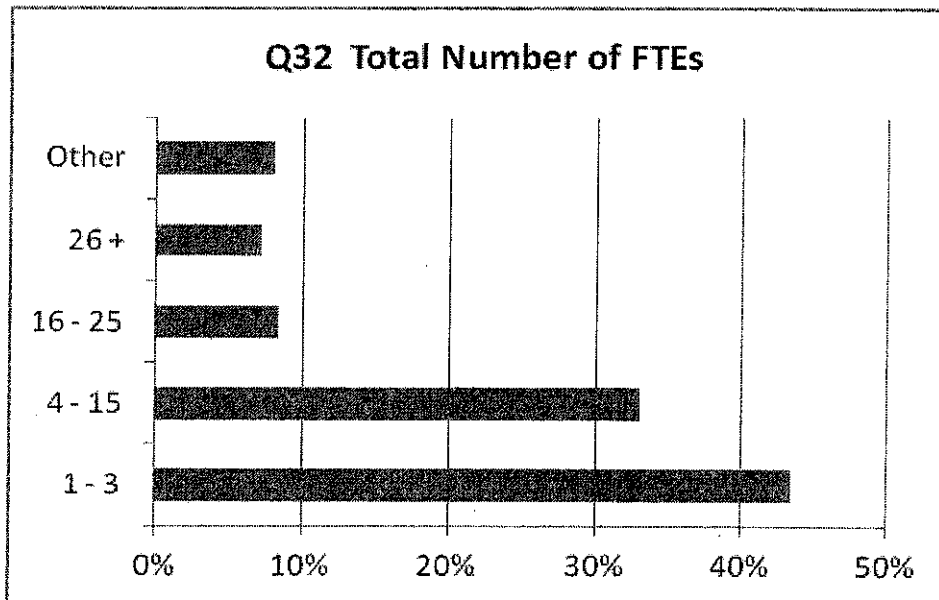
The characteristics of the respondent libraries measured includes "Total Budget", "materials budget", "E- Book budget" and "FTEs". The plurality response is a budget of \$300k-\$1.0M with 31% of respondents. Almost 45% of all respondents, however have a budget which totals less than \$300k. (Q30)



While there appeared to be no correlation between budget size and % of the budget devoted to e-books, there is a clear relationship that exists between the Library Total Budget and the number of FTEs. (Q30x32) Although there is no apparent correlation most (47%) respondents report spending less than 1% on e-books. (Q31)

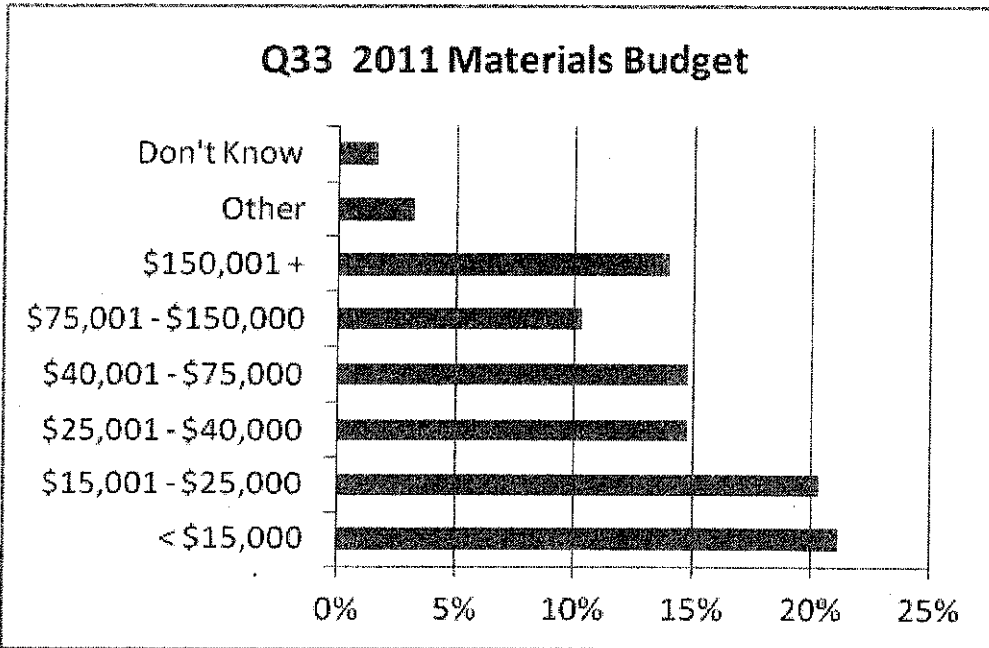


As the total budget proportions suggested a plurality of small libraries, the FTE count reinforces that proportion with 43% of respondents citing 1-3 employees. Only about 8% of respondents report 26 or more employees. (Q32)



Compared with a relatively steep dropoff in FTEs after the first two tiers and with over  $\frac{3}{4}$  of respondents reporting 15 or fewer employees the materials budget report is more evenly distributed. (Q33)





While there are no significant correlations, there is, as might be expected, a proportional relationship between the overall budget for the Library and the materials budget.