

2016

Library of Michigan - Online Survey of Library Staff

Survey done by EPIC MRA to assess statewide resources provided by the Library of Michigan – August & September 2016. Comparative data from a similar 2014 and 2009 survey.

[FREQUENCY REPORT OF SURVEY RESPONSES – 950 SAMPLE – ERROR ±3.1%]

Survey Open Dates: August 22, 2016 through September 10, 2016

[FREQUENCY REPORT OF SURVEY RESPONSES – 364 SAMPLE – ERROR ±5.1%]

Survey Open Dates: June 17, 2014 through July 5, 2014

[FREQUENCY REPORT of SURVEY RESPONSES – TOTAL 737 SAMPLE – ERROR ±3.6%]

[FREQUENCY REPORT of SURVEY RESPONSES – TOTAL OF ‘OPEN ENDED’ RESPONES

– SELECTED AT RANDOM - 400 SAMPLE – ERROR ±4.9%]

Survey Open Dates: November 3, 2009 through December 7, 2009

Thank you for participating in this survey about library resources and services. The survey is being done for the Library of Michigan about statewide library resources provided by the Library of Michigan and local libraries. We appreciate your time.

01. In what county in Michigan do you work?

2009 ASKED: “What is the name of the library where you work?”- RESPONSES WERE CONVERTED “BY COUNTY”

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
---	---	---	Alcona
---	---	---	Alger
1%	1%	2%	Allegan
---	---	---	Alpena
---	---	---	Antrim
---	1%	---	Arenac
---	---	---	Baraga
---	1%	1%	Barry
---	1%	1%	Bay
---	---	---	Benzie
4%	2%	2%	Berrien
1%	---	---	Branch
1%	2%	2%	Calhoun
---	1%	1%	Cass
---	2%	1%	Charlevoix
---	---	---	Cheboygan
---	---	1%	Chippewa
---	1%	1%	Clare
1%	1%	1%	Clinton
---	1%	---	Crawford
---	---	---	Delta

<u>2016</u> N=950	<u>2014</u> N=364	<u>2009</u> N=737	
---	1%	1%	Dickinson
2%	3%	2%	Eaton
---	1%	1%	Emmet
3%	4%	2%	Genesee
---	---	---	Gladwin
---	---	---	Gogebic
1%	1%	---	Grand Traverse
1%	1%	1%	Gratiot
2%	1%	2%	Hillsdale
---	1%	---	Houghton
1%	2%	1%	Huron
6%	12%	5%	Ingham
1%	1%	---	Ionia
---	---	---	Iosco
---	---	---	Iron
3%	2%	1%	Isabella
1%	1%	2%	Jackson
5%	3%	2%	Kalamazoo
1%	---	---	Kalkaska
5%	2%	4%	Kent
---	---	---	Keweenaw
---	---	---	Lake
2%	1%	1%	Lapeer
---	1%	---	Leelanau
2%	2%	2%	Lenawee
3%	2%	3%	Livingston
---	---	---	Luce
---	---	---	Mackinac
6%	4%	4%	Macomb
4%	---	---	Manistee
---	1%	1%	Marquette
---	---	---	Mason
---	1%	1%	Mecosta
---	---	---	Menominee
---	1%	---	Midland
---	---	---	Missaukee
---	5%	1%	Monroe
---	1%	1%	Montcalm
---	---	---	Montmorency
---	1%	1%	Muskegon
1%	1%	---	Newaygo
12%	10%	12%	Oakland
---	---	1%	Oceana
---	1%	---	Ogemaw
---	---	---	Ontonagon
---	---	---	Osceola
---	---	---	Oscoda

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
---	---	---	Otsego
1%	1%	2%	Ottawa
---	---	2%	Presque Isle
---	1%	1%	Roscommon
2%	2%	3%	Saginaw
---	---	1%	St. Clair
1%	2%	2%	St. Joseph
1%	2%	1%	Sanilac
---	---	1%	Schoolcraft
---	---	1%	Shiawassee
1%	1%	1%	Tuscola
1%	2%	1%	Van Buren
7%	3%	6%	Washtenaw
---	---	---	Wexford
11%	7%	8%	Wayne
1%	1%	2%	Refused/Skipped

(please note: totals may not equal 100% due to rounding)

02. Is the library where you work. . .

<u>2016</u> <u>N=948</u>	<u>2014</u> <u>N=362</u>	<u>2009</u> <u>N=737</u>	
83%	78%	65%	A public library
4%	4%	12%	A K-12 school library, or media center
9%	15%	22%	An academic library at a college or university
1%	1%	1%	School and Public Combined library
---	1%	---	Medical Library
3%	1%	---	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

For each of the following statements, please indicate to what extent you agree or disagree.

03. MeL databases and online materials meet my needs as a library staff member.

<u>2016</u> <u>N=950</u>	
35%	Strongly Agree
53%	Agree
88%	TOTAL AGREE
10%	Neutral
2%	TOTAL DISAGREE
2%	Disagree
---	Strongly Disagree
---	Refused/Skipped

04. I am satisfied with the extent to which the MeL databases and online materials meet my needs.

<u>2016</u>	
<u>N=950</u>	
32%	Strongly Agree
52%	Agree
84%	TOTAL AGREE
13%	Neutral
3%	TOTAL DISAGREE
2%	Disagree
1%	Strongly Disagree
---	Refused/Skipped

05. The MeL database and online materials will improve my library's ability to provide services to the public.

<u>2016</u>	
<u>N=950</u>	
57%	Strongly Agree
36%	Agree
93%	TOTAL AGREE
6%	Neutral
1%	TOTAL DISAGREE
1%	Disagree
---	Strongly Disagree
---	Refused/Skipped

06. Based on your observations, what percentage of your library patrons would you say are aware of the Michigan eLibrary (MeL)?

2016 (N=940) MEAN: 47.27% MEDIAN: 50.0%

2014 (N=354) MEAN: 42.18% MEDIAN: 42.5%

NOTE: FOR 2014 AND 2009, "M.O.R.E." WAS INCLUDED AS A VIABLE SELECTION – NO LONGER AVAILABLE IN 2106

07. Based on your records or observations, which one of the following resources provided by the Michigan eLibrary (MeL) have the greatest number of your library patrons used over the past year or two?

<u>2016</u>	<u>2014</u>	<u>2009</u>	
<u>N=937</u>	<u>N=363</u>	<u>N=733</u>	
85%	83%	61%	MeLCat, the shared statewide library catalog and inter-library loan service
12%	16%	36%	Database subscriptions, purchased by the Library of Michigan and made available to the public at no cost
1%	---	---	Michigana, a digitized collection of resources focusing on Michigan history
1%	---	2%	Links to the Internet and MeL resources by topic (MeL Gateways)

<u>2016</u> <u>N=937</u>	<u>2014</u> <u>N=363</u>	<u>2009</u> <u>N=733</u>	
1%	---	---	None of them
---	1%	1%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

08. Which of the resources listed is the second most used service by your library patrons?

<u>2016</u> <u>N=796</u>	<u>2014</u> <u>N=350</u>	<u>2009</u> <u>N=720</u>	
69%	61%	48%	Database subscriptions, purchased by the Library of Michigan and made available to the public at no cost
15%	14%	25%	MeLCat, the shared statewide library catalog and inter-library loan service
12%	16%	18%	Links to the Internet and MeL resources by topic (MeL Gateways)
3%	3%	2%	Michigana, a digitized collection of resources focusing on Michigan history
	1%	---	Online tests
---	1%	---	Chilton's Auto
1%	4%	7%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

Q.7/Q.8 COMBINED:

<u>2016</u> <u>N=937</u>	<u>2014</u> <u>N=363</u>	<u>2009</u> <u>N=733</u>	
53%	49%	43%	MeLCat, the shared statewide library catalog and inter-library loan service
38%	39%	42%	Database subscriptions, purchased by the Library of Michigan and made available to the public at no cost
6%	8%	10%	Links to the Internet and MeL resources by topic (MeL Gateways)
2%	2%	1%	Michigana, a digitized collection of resources focusing on Michigan history
1%	2%	4%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

For each of the following MeL databases, please tell me you if you feel MeL provides enough coverage in that area, if much more coverage is needed, if somewhat more coverage is needed, or if too much coverage is provided in that area already.

	Enough Provided	Much More	TOTAL MORE	Too Much	Undecided/Refused
9A. Elementary grades (N=950)	53%	5%	20%	1%	26%
9A. 2014 (N=364) Pre-K through 3 rd	43%	4%	18%	1%	38%
9A. 2014 (N=364) Grades 2 through 5	42%	5%	19%	1%	38%
9B. Middle school grades (N=950)	51%	6%	23%	1%	25%
9B. 2014 (N=364) Grades 6 through 8	43%	5%	18%	1%	38%
9C. High School grades (N=950)	50%	7%	24%	---	26%

	Enough Provided	Much More	TOTAL MORE	Too Much	Undecided/Refused
9C. 2014 (N=364) Grades 9 through 12	44%	5%	19%	1%	36%
9D. College (N=950)	43%	10%	30%	---	27%
9D. 2014 (N=364)	41%	9%	27%	1%	31%
9E. Adult/Continuing Education (N=950)	39%	12%	34%	---	27%
9E. 2014 (N=364)	38%	11%	31%	1%	30%
9F. Adult Literacy/Reading (N=950)	38%	11%	34%	---	28%
9F. 2014 (N=364)	32%	11%	31%	1%	36%
9G. eBooks (N=950)	35%	18%	38%	1%	26%
9G. 2014 (N=364)	22%	28%	35%	1%	32%
9H. Job Search/Support (N=950)	38%	13%	35%	---	27%
9H. 2014 (N=364)	37%	12%	32%	1%	30%
9I. Entrepreneurship/Business (N=950)	46%	7%	25%	1%	28%
9I. 2014 (N=364)	43%	9%	20%	1%	36%
9J. Legal (N=950)	46%	9%	27%	---	27%
9J. 2014 (N=364)	43%	9%	22%	1%	34%
9K. Health and Wellness (N=950)	50%	7%	24%	---	26%
9K. 2014 (N=364)	50%	8%	21%	1%	28%
9L. Family History (N=950)	41%	11%	32%	1%	26%
9L. 2014 (N=364)	33%	14%	36%	1%	30%
9M. Michigan History (N=950)	51%	7%	23%	1%	25%
9M. 2014 (N=364)	46%	10%	25%	1%	28%

10. Are there any other databases that are not currently available through MeL that you feel should be made available? If so, please specify:

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=131</u>	
12%	19%	Ancestry
12%	12%	Novelist
11%	10%	No, none
9%	---	CultureGrams
7%	4%	Reference USA
3%	5%	Consumer Reports
3%	3%	Mango
3%	---	Gale
2%	2%	Newspapers
2%	2%	ProQuest

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=131</u>	
2%	1%	Rosetta Stone
2%	---	SIRS
1%	2%	JSTOR
1%	2%	Lynda
1%	2%	PebbleGO
1%	1%	IBIS-World
1%	1%	Lexis Nexis
1%	1%	World Book-Student
1%	---	A to Z
1%	---	Art-Music Specific
1%	---	Brainfuse
1%	---	Chilton's Auto
1%	---	CINAHL
1%	---	Computer Literacy Help
1%	---	English as a 2nd Language
1%	---	Facts on File
1%	---	Fold3
1%	---	K-12 Test-Exams
1%	---	Sanborn Maps
1%	---	Teacher Resources
---	4%	EBSCO
---	3%	Historic Newspapers
---	2%	Biography in Context
---	2%	Genealogy
---	2%	Phone Directories
---	1%	ATLA
---	1%	Business-Science Journals Full Text
---	1%	Children's Materials
---	1%	Current Magazines
---	1%	Films Database
---	1%	Graphic Novels-Comics
---	1%	Handyman-DIY
---	1%	Health-Wellness
---	1%	Military Acceptance Tests
---	1%	MUSE
---	1%	National Geographic
---	1%	Newsbank
---	1%	Overdrive
---	1%	Oxford English Dictionary
---	1%	Primary Source Documents-MI
---	1%	Readers Advisory
---	1%	Streaming Videos Database
---	1%	World CAT
35%	9%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

(please note: totals may not equal 100% due to rounding)

On a scale from 1 to 10, with 1 being the least important, and 10 being the most important, please rate how important and /or useful each of the following eResources, that are not currently available but could be made available in the Michigan eLibrary, are to you.

11A. Language Learning

<u>2016</u>	<u>2014</u>	
<u>N=950</u>	<u>N=364</u>	
13%	17%	0 to 4
13%	12%	5
29%	34%	6 to 8
24%	31%	9 to 10
21%	6%	Undecided/Refused/Skipped
6.784	6.921	MEAN

11B. Fiction eBooks

<u>2016</u>	<u>2014</u>	
<u>N=950</u>	<u>N=364</u>	
13%	14%	0 to 4
11%	8%	5
27%	29%	6 to 8
29%	43%	9 to 10
20%	6%	Undecided/Refused/Skipped
7.015	7.433	MEAN

11C. Streaming Video

<u>2016</u>	<u>2014</u>	
<u>N=950</u>	<u>N=364</u>	
17%	22%	0 to 4
11%	17%	5
29%	33%	6 to 8
22%	21%	9 to 10
21%	7%	Undecided/Refused/Skipped
6.423	6.186	MEAN

11D. Historical Newspapers

<u>2016</u>	<u>2014</u>	
<u>N=950</u>	<u>N=364</u>	
13%	16%	0 to 4
11%	13%	5
30%	33%	6 to 8
26%	31%	9 to 10
20%	7%	Undecided/Refused/Skipped
6.979	6.941	MEAN

12. Are there any other eResources that are not currently available in the Michigan eLibrary that you feel should be made available? If so, please specify:

<u>2016</u> <u>N=99</u>	<u>2014</u> <u>N=60</u>	
23%	22%	No, none
8%	2%	Mango
5%	3%	Ancestry
5%	---	Detroit Newspapers
5%	---	eAudio Books
5%	---	Genealogy
3%	7%	eBooks
3%	---	Hoopla
2%	---	American History Online
2%	---	Investment-Financial Materials
2%	---	Professional Exam Preparation (Law, Real Estate, Certifications)
2%	---	Reference USA
2%	2%	Tutorials
2%	---	Videos
2%	---	Yearbooks
1%	7%	English as a 2nd Language
1%	3%	Consumer Reports
1%	3%	Novelist
1%	---	Academic Search
1%	---	Academic-Science Resources
1%	---	CultureGrams
1%	---	EBSCO
1%	---	eMagazines
1%	---	FirstSearch
1%	---	Full Length Albums-Music
1%	---	Full Text Business Articles
1%	---	Hobbies-Crafts
1%	---	K-12 Test-Exams
1%	---	Lynda
1%	---	Search Engine Integration
1%	---	Video Database
1%	---	Wilson Databases
---	7%	Music
---	3%	Flipster
---	2%	Archives.org
---	2%	ARTstot
---	2%	Atomic Training
---	2%	Braille
---	2%	Chilton's Auto
---	2%	CREDO
---	2%	Current Magazines
---	2%	Current Newspapers
---	2%	eBook Inter-Library Loans
---	2%	GALE

<u>2016</u> <u>N=99</u>	<u>2014</u> <u>N=60</u>	
---	2%	Grant Writing
---	2%	Natural Health Database
---	2%	Overdrive
---	2%	Powerspeak
---	2%	ProQuest
---	2%	PubMed
---	2%	Streaming Video
---	1%	Foundation Directory
12%	10%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

(please note: totals may not equal 100% due to rounding)

13. What percentage of your library patrons would you say are aware of MeL databases?

2016 (N=769) MEAN: 38.97% MEDIAN: 38.0%

2014 (N=335) MEAN: 30.65% MEDIAN: 25.0%

2009 (N=656) MEAN: 42.60% MEDIAN: 40.0%

14. What percentage of your library patrons would you say actually use MeL databases?

2016 (N=768) MEAN: 30.216% MEDIAN: 25.0%

2014 (N=306) MEAN: 24.23% MEDIAN: 15.0%

2009 (N=640) MEAN: 34.67% MEDIAN: 30.0%

15. Based on your observations, how much would you say your library patrons use the MeL databases?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
10%	15%	44%	A lot
34%	53%	43%	Some
33%	29%	11%	Only a little
5%	3%	1%	Not at all
18%	---	1%	Refused/Skipped

16. Have you ever participated in MeL database training classes?

2014 ASKED: *“Have you ever participated in MeL database training classes offered by the Library of Michigan through the Midwest Collaborative for Library Services?”*

2009 ASKED: *“Have you ever participated in MeL database training classes offered by the Library of Michigan through the Michigan Library Consortium?”*

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
41%	51%	55%	Yes
41%	44%	44%	No ---GO TO Q.24
18%	5%	1%	Refused/Skipped

17. Have you participated in any of the Midwest Collaborative for Library Services (MCLS) or vendor provided webinars on MeL databases?

<u>2016</u> <u>N=389</u>	
64%	Yes
35%	No ---GO TO Q.22
1%	Refused/Skipped

For each of the following statements, please indicate to what extent you agree or disagree.

18. The webinar(s) I attended improved my knowledge.

<u>2016</u> <u>N=247</u>	
30%	Strongly Agree
57%	Agree
87%	TOTAL AGREE
11%	Neutral
1%	TOTAL DISAGREE
1%	Disagree
---	Strongly Disagree
1%	Refused/Skipped

19. I will be able to apply what I learned in the webinar in my daily work.

<u>2016</u> <u>N=247</u>	
25%	Strongly Agree
55%	Agree
80%	TOTAL AGREE
17%	Neutral
2%	TOTAL DISAGREE
2%	Disagree
---	Strongly Disagree
1%	Refused/Skipped

20. I will be able to provide improved services to the public from what I learned.

<u>2016</u>	
<u>N=247</u>	
30%	Strongly Agree
58%	Agree
88%	TOTAL AGREE
9%	Neutral
1%	TOTAL DISAGREE
1%	Disagree
---	Strongly Disagree
2%	Refused/Skipped

21. How did you hear about the webinars? [PLEASE SELECT ALL THAT APPLY]

<u>2016</u>	
<u>N=241</u>	
33%	Library of Michigan
39%	MCLS Listserv
7%	Library of Michigan social media
4%	MCLS social media
4%	Director-Supervisor
2%	Cooperative
---	MLA
---	Conference
4%	Michlib
---	MCLS
3%	Emails
---	Vendors
1%	Coworkers
---	MAME
---	LM NET
3%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

22. Through either the classes or webinars, would you describe the training that you have received in the use of MeL databases? Would you say you have been...

<u>2016</u>	<u>2014</u>	<u>2009</u>	
<u>N=389</u>	<u>N=188</u>	<u>N=728</u>	
8%	8%	9%	Completely trained
58%	54%	37%	Mostly trained
28%	30%	8%	Only adequately trained
2%	4%	1%	Inadequately trained
---	---	---	Poorly trained
1%	1%	---	Not trained at all
3%	3%	45%	Refused/Skipped

23A-B. What are the one or two things that you think could be done to improve the training provided in the use of MeL?

<u>2016</u> <u>N=182</u>	<u>2014</u> <u>N=93</u>	<u>2009</u> <u>N=330</u>	
15%	20%	10%	Webinars-Videos
11%	7%	4%	More Frequent-Variety of Days and Times
9%	2%	14%	Practice Sessions
7%	7%	---	One on One-In Person
7%	6%	---	Promote it to Patrons
6%	5%	5%	Reference Sheet-How To-Step by Step Guide
6%	4%	6%	Advanced Information-Technical Training
6%	2%	---	Onsite Training
6%	---	---	More Database Specific
5%	8%	14%	More Offered Locally-Closer
4%	2%	12%	Refresher Courses
4%	1%	3%	None; nothing – fine as is
3%	---	---	Q and A Sessions
2%	2%	4%	Improve Awareness of Them
2%	1%	---	Easier to Use
2%	1%	---	Train All Staff
1%	4%	2%	Overviews-Beginner’s Training
1%	---	---	Consistency
1%	---	---	Email Updates
1%	---	1%	Searchable FAQ
1%	---	6%	Shorter Topic-Segments
1%	---	---	Tips and Tricks
---	12%	---	In-depth Topics
---	7%	---	Frequent Updates
---	2%	---	More MeL Marketing Materials
---	2%	---	Smaller Groups
---	1%	2%	Better Trainers
---	1%	---	Faster Pace
---	1%	---	On-call Help
---	1%	---	Troubleshooting
---	---	3%	Slower Pace
---	---	8%	Use “Real World” Examples
---	---	---	
1%	2%	6%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

(please note: totals may not equal 100% due to rounding)

24. Do you offer training classes to your library patrons in the use of MeL databases?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
19%	24%	41%	Yes ----- GO TO Q.26
59%	65%	56%	No
22%	11%	3%	Refused/Skipped

25A-B. What are the one or two main reasons why you have NOT been able to offer training classes in the use of MeL databases? [**THEN GO TO Q.27**]

<u>2016</u> <u>N=381</u>	<u>2014</u> <u>N=168</u>	<u>2009</u> <u>N=304</u>	
25%	24%	14%	Patrons Lack of Interest
22%	18%	22%	Staff Limited
13%	13%	13%	No Time-Too Busy
8%	11%	4%	Staff Untrained In
7%	11%	8%	Do One on One
4%	6%	10%	Computers Limited
4%	2%	3%	Not My Position to Know-Do So
3%	2%	6%	Space Limited
2%	5%	7%	Offer Database Instruction
2%	3%	6%	Budget-Lack of Funding
2%	1%	---	Does Not Apply-Do Not Participate
2%	---	2%	Never Thought To
2%	---	---	Patrons Trained Elsewhere-Already Trained
1%	1%	1%	Will Offer Soon
1%	---	---	Unaware Training was Available
---	1%	---	None-No reason
2%	2%	4%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

(please note: totals may not equal 100% due to rounding)

26. Does the training in the use of MeL databases include how to access the databases from home?

<u>2016</u> <u>N=184</u>	<u>2014</u> <u>N=86</u>	<u>2009</u> <u>N=304</u>	
94%	97%	---	Yes
3%	3%	---	No
3%	---	---	Refused/Skipped

27. Do you include MeL resources in your library programming?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	
41%	51%	Yes
29%	31%	No ----- GO TO Q.29
30%	18%	Refused/Skipped

28. How do you include MeL resources in your library programming? [PLEASE SELECT ALL THAT APPLY]

<u>2016</u> <u>N=376</u>	<u>2014</u> <u>N=183</u>	
27%	26%	MeL logos on your library's website
16%	15%	Library signage
15%	14%	Newsletters and other printed marketing resources
9%	11%	Offer classes for library patrons
8%	9%	Programs for adults
7%	7%	Programs for kids

<u>2016</u> <u>N=376</u>	<u>2014</u> <u>N=183</u>	
6%	6%	Programs for teens
5%	4%	Outreach programs
2%	---	Presentations
1%	5%	In Class-Required Assignments
1%	1%	One on One
1%	---	Library Events
---	1%	Genealogy classes
---	1%	Links on our Website
2%	---	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

(please note: totals may not equal 100% due to rounding)

29. Do you use the MeL promotions resources available at the MeL.org website?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	
32%	44%	Yes
36%	36%	No
32%	20%	Refused/Skipped

30. Do you promote MeL resources to community and business groups in your outreach efforts?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	
39%	45%	Yes
29%	34%	No
32%	21%	Refused/Skipped

31. How much would you say your library patrons use MeLCat, the statewide shared catalog?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=281</u>	<u>2009</u> <u>N=597</u>	
40%	56%	66%	A lot
25%	36%	26%	Some
7%	6%	6%	Only a little
3%	1%	1%	Not at all
25%	1%	1%	Refused/Skipped

32. What percentage of your library patrons would you say are aware of MeLCat?

2016 (N=693) MEAN: 54.788% MEDIAN: 53.0%

2014 (N=266) MEAN: 49.42% MEDIAN: 50.0%

2009 (N=512) MEAN: 54.46% MEDIAN: 50.0%

33. What percentage of your library patrons would you say actually use MeLCat?

2016 (N=690) MEAN: 44.106% MEDIAN: 45.0%

2014 (N=252) MEAN: 38.35% MEDIAN: 38.5%

2009 (N=502) MEAN: 39.93% MEDIAN: 40.0%

34. How would you rate the quality of MeLCat– would you give it a POSITIVE rating of Excellent or Pretty Good; or, a NEGATIVE rating of Only Fair or Poor?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=281</u>	<u>2009</u> <u>N=597</u>	
33%	44%	55%	Excellent
36%	45%	38%	Pretty good
69%	89%	93%	TOTAL POSITIVE
3%	6%	5%	TOTAL NEGATIVE
3%	6%	4%	Only fair
---	---	1%	Poor
28%	5%	2%	Refused/Skipped

35. Overall, do you think your library patrons like or dislike MeLCat?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=281</u>	<u>2009</u> <u>N=597</u>	
53%	73%	83%	Strongly like ----- GO TO Q.37
17%	21%	15%	Somewhat like ----- GO TO Q.37
70%	94%	98%	TOTAL LIKE
1%	---	---	TOTAL DISLIKE
1%	---	---	Somewhat dislike
---	---	---	Strongly dislike
29%	6%	2%	Refused/Skipped

36. In your opinion, what might be done to make MeLCat more useful or appealing to your patrons?
[THEN GO TO Q.38]

<u>2016</u> <u>N=10</u>	<u>2014</u> <u>N=1</u>	
20%	---	Do Not Use MeLCat
20%	---	Easier to Use
20%	---	Faster Service
10%	---	Allowed Hold Items
10%	---	Fix NCIP
10%	---	Item Availability
10%	---	Statistical Resources
---	100%	More Libraries Participating
---	---	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

37. What feedback on MeLCat is most often heard from your library users?

2009 ASKED: “What is the main reason why you think your library patrons like MeLCat?”

<u>2016</u> <u>N=471</u>	<u>2014</u> <u>N=208</u>	<u>2009</u> <u>N=581</u>	
36%	38%	72%	Access To-Variety Of Materials
22%	27%	3%	Positive-Great
9%	2%	---	Takes Too Long
6%	11%	---	Confusing-Hard to Use
5%	3%	10%	Fast-Convenient
4%	1%	---	Items Unavailable-Not Able to Lend
4%	---	---	Previously Unaware Of It
3%	1%	---	Renewal Issues
2%	3%	7%	Easy to Use
2%	1%	2%	Free
2%	1%	---	None-nothing
2%	---	---	No Holds Allowed
1%	---	---	Duplicate Items Received
1%	---	---	Tests-Educational Resources
---	4%	---	System Down
---	3%	2%	Frequently Used
---	3%	2%	Self Service
---	1%	---	Canceled Request with No Notice
---	1%	---	Trouble Requesting Items
---	1%	---	Want Home Access
1%	1%	2%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

(please note: totals may not equal 100% due to rounding)

38. If your current job at the library puts you in a position to know, have you changed your collection practices and/or funding efforts since deciding to participate in MeLCat?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=281</u>	<u>2009</u> <u>N=597</u>	
13%	21%	15%	Yes
19%	30%	36%	No----- GO TO Q.40
40%	425	48%	Not Knowledgeable -- GO TO Q.40
28%	7%	1%	Refused/Skipped

39. Have the changes you have made in your collection practices and/or funding efforts since joining MeLCat been successful, such as allowing you to provide more resources?

<u>2016</u> <u>N=127</u>	<u>2014</u> <u>N=79</u>	
92%	85%	Yes
4%	10%	No
4%	5%	Refused/Skipped

40. Have you received training in the use of MeLCat?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=281</u>	<u>2009</u> <u>N=737</u>	
45%	62%	63%	Yes

<u>2016</u>	<u>2014</u>	<u>2009</u>	
<u>N=950</u>	<u>N=281</u>	<u>N=737</u>	No ----- GO TO Q.45
28%	29%	36%	
27%	9%	1%	Refused/Skipped

41. Have you ever participated in MeLCat training classes offered by the Library of Michigan through the Midwest Collaborative for Library Services?

2009 ASKED: "Have you ever participated in MeLCat training classes offered by the Library of Michigan through the Michigan Library Consortium?"

<u>2016</u>	<u>2014</u>	<u>2009</u>	
<u>N=432</u>	<u>N=173</u>	<u>N=461</u>	
50%	63%	60%	Yes
49%	35%	39%	No
1%	2%	1%	Refused/Skipped

42. Where, or where else, did you receive your training in the use of MeLCat?

<u>2016</u>	<u>2014</u>	<u>2009</u>	
<u>N=286</u>	<u>N=120</u>	<u>N=461</u>	
33%	44%	29%	On the Job-Training
15%	---	8%	Staff-Coworker
9%	---	2%	Conference-Seminar
8%	7%	6%	Lansing
8%	---	---	MCLS
6%	9%	15%	Cooperative
4%	7%		Webinar
4%	6%		Online
3%	6%	8%	Self Taught
3%	---	---	Library of MI
1%	---	13%	Consortium
1%	---	---	In Class
1%	---	3%	University
---	7%	1%	None; received no additional training
---	3%	---	Library Network
---	2%	---	MeLCat Staff
---	2%	1%	MeLCat User Day
---	1%	---	MLA
---	1%	---	OJT
---	---	3%	ISD-RESA
4%	6%	11%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

43. How would you describe the training that you have received in the use of the MeLCat? Would you say you have been...

<u>2016</u> <u>N=432</u>	<u>2014</u> <u>N=173</u>	<u>2009</u> <u>N=461</u>	
22%	29%	25%	Completely trained
55%	56%	57%	Mostly trained
20%	12%	15%	Only adequately trained
1%	1%	1%	Inadequately trained
---	---	---	Poorly trained
---	1%	---	Not trained at all
2%	1%	2%	Refused/Skipped

44A-B. What are the one or two things that you think could be done to improve the training provided on the use of MeLCat?

<u>2016</u> <u>N=141</u>	<u>2014</u> <u>N=62</u>	<u>2009</u> <u>N=405</u>	
10%	---	5%	Improve Search Function
9%	9%	10%	None; nothing – fine as is
7%	10%	5%	Offer More Frequently-Variety of Days and Times
6%	1%	---	Train All Staff
5%	11%	7%	More Webinars-Videos (online)
5%	9%	14%	Refresher Courses
4%	9%	13%	Advanced-Technical Training
4%	2%	---	Onsite Trainer-One on One-In Person
4%	2%	2%	Overview of Offerings-Beginners Courses
3%	4%	7%	More Local-Closer
3%	2%	1%	Consistency Across It
3%	2%	1%	Promote Use Of
3%	2%	3%	Reference Sheet-How To-Step by Step Guide-Manual
3%	---	---	Highlight Changes To
3%	---	1%	Searchable FAQ
3%	---	---	Site Features
2%	2%	---	Easier Use-Understand
2%	---	---	Database Specific
2%	---	---	Less Paperwork
1%	---	---	Able to Select Lending Library
1%	---	---	Allow Item Holds
1%	---	---	Email Updates
1%	---	---	Inter-Library Communication
1%	---	---	Offer at MLA Conference
1%	---	---	Reports
1%	---	---	Stop Catalog Errors
1%	---	---	Stop Duplicate Orders
1%	---	---	Streamline Item Return
---	12%	---	In-Depth Topics
---	7%	10%	Practice Sessions-Time to Explore It
---	4%	2%	Better Trainers
---	2%	1%	Smaller Groups
---	2%	---	Troubleshooting

<u>2016</u> <u>N=141</u>	<u>2014</u> <u>N=62</u>	<u>2009</u> <u>N=405</u>	
---	1%	---	Gear Toward Patron Use
---	1%	1%	On-Call Help
---	---	10%	“Use “Real World” Examples
---	---	2%	Slower Pace
10%	3%	5%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

(please note: totals may not equal 100% due to rounding)

45. Do you offer specific training classes to your library patrons in the use of MeLCat?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=281</u>	<u>2009</u> <u>N=737</u>	
7%	11%	14%	Yes ----- GO TO Q.47
62%	78%	81%	No
31%	11%	5%	Refused/Skipped

46A-B. What are the one or two main reasons why you have NOT been able to offer training in the use of MeLCat?

<u>2016</u> <u>N=393</u>	<u>2014</u> <u>N=154</u>	<u>2016</u> <u>N=526</u>	
18%	22%	16%	Do One on One
17%	24%	9%	Patrons Lack of Interest
16%	15%	17%	Staff Limited
11%	11%	12%	No Time-Too Busy
9%	4%	7%	No Need-Easy to Use
4%	2%	4%	Space Limited
4%	---	6%	Does Not Apply-Do Not Participate
3%	4%	1%	Not My Position to Know-Do So
3%	2%	4%	Staff Untrained In
2%	5%	6%	Part of Courses-Orientation
2%	3%	4%	Computers Limited
2%	2%	3%	Budget-Lack of Funding
2%	---	1%	Never Thought To
1%	2%	---	Offer on Website
1%	---	2%	Offer Database Instruction
1%	---	2%	Patrons Trained Elsewhere-Already Trained
4%	4%	6%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

(please note: totals may not equal 100% due to rounding)

47. Do you market and encourage the use of MeLCat at your library?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=281</u>	<u>2009</u> <u>N=737</u>	
58%	78%	75%	Yes
11%	11%	21%	No ----- GO TO Q.49
31%	11%	4%	Refused/Skipped

48A-B. What are the one or two main methods of marketing that you use to encourage the use of MeLCat?

<u>2016</u> <u>N=437</u>	<u>2014</u> <u>N=174</u>	<u>2009</u> <u>N=548</u>	
43%	39%	12%	Word of Mouth
25%	23%	21%	Website
10%	11%	12%	Print Materials
6%	5%	4%	Signage
5%	8%	8%	Instruction-Classes-Workshops
4%	3%	4%	Bookmarks
3%	4%	5%	Newsletter
1%	---	---	In Class
1%	---	---	Social Media
---	4%	---	Catalog Link
---	2%	4%	Press Release-Newspapers
---	1%		eNewsletters
---	---	23%	One on One
---	---	5%	Reference Desk
2%	---	2%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

49. Are you familiar with Michigana, the digital history collections in MeL?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=281</u>	<u>2009</u> <u>N=737</u>	
41%	66%	55%	Yes
31%	26%	43%	No ----- GO TO Q.52
28%	8%	2%	Refused/Skipped

50. Do you recommend the use of Michigana to your patrons?

<u>2016</u> <u>N=387</u>	<u>2014</u> <u>N=184</u>	<u>2009</u> <u>N=405</u>	
65%	67%	59%	Yes ----- GO TO Q.52
34%	31%	37%	No
1%	2%	4%	Refused/Skipped

51. What is the main reason you do not recommend the use of Michigana to your patrons?

<u>2016</u> <u>N=130</u>	<u>2014</u> <u>N=56</u>	<u>2009</u> <u>N=139</u>	
35%	40%	23%	Little-No Patron Interest
24%	29%	21%	Need training
10%	11%	16%	Need promotional resources
9%	7%	---	Don't Think To Do So
7%	2%	---	Not My Position to Know-Do So
5%	5%	11%	It is not useful
3%	2%	1%	Too Busy-No Time
2%	---	---	Refer Patrons to Other Materials
1%	---	---	Have a Genealogy Department
1%	---	1%	Information is Not Comprehensive

<u>2016</u> <u>N=130</u>	<u>2014</u> <u>N=56</u>	<u>2009</u> <u>N=139</u>	
1%	---	---	Not in Curriculum
---	4%	8%	Unfamiliar with it
---	---	9%	Does not Apply
---	---	9%	Not for Students
2%	---	1%	Other (<i>less than 1% each</i>)/Undecided/Refused/Skipped

Finally, I would like to ask you a few questions for statistical purposes only.

52. Which of the following would best describe you occupation/position at the library where you work?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
32%	31%	49%	Librarian
13%	20%	18%	Director
12%	14%	12%	Clerk
9%	8%	13%	Paraprofessional
5%	6%	6%	Administrator
2%	---	1%	Page
---	---	---	Board member
---	---	---	Friend of the Library
27%	21%	1%	Refused/Skipped

53. In which of the following categories does your age fall?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
---	---	---	Under 18
2%	2%	4%	18 to 24
5%	6%	6%	25 to 29
10%	5%	7%	30 to 35
5%	8%	10%	36 to 40
13%	16%	21%	41 to 49
12%	12%	20%	50 to 55
19%	23%	28%	56 to 64
6%	7%	3%	65 or older
28%	21%	1%	Refused/Skipped

54. What is the last grade or level of schooling you completed?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
---	---	---	1st to 11th Grade ----- GO TO Q.56
2%	2%	3%	High School Graduate ----- GO TO Q.56
1%	1%	1%	Non-college post high school (technical training) – GO TO Q.56
9%	10%	13%	Some college ----- GO TO Q.56
18%	17%	21%	College graduate ----- GO TO Q.56

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
44%	49%	61%	Post graduate school ----- ASK Q.55
27%	21%	1%	Refused/Skipped

55. Do you have an MLS degree?

<u>2016</u> <u>N=402</u>	<u>2014</u> <u>N=176</u>	<u>2009</u> <u>N=453</u>	
84%	88%	87%	Yes
16%	12%	13%	No
---	---	---	Refused/Skipped

56. What is your race?

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
66%	73%	90%	White
1%	---	2%	Black
1%	---	1%	Hispanic (Puerto Rican, Mexican-American etc.)
1%	---	1%	Asian
---	---	---	Native American
1%	1%	1%	Mixed-race
2%	2%	2%	Other
28%	24%	3%	Refused/Skipped

57. Gender

<u>2016</u> <u>N=950</u>	<u>2014</u> <u>N=364</u>	<u>2009</u> <u>N=737</u>	
9%	10%	11%	Male
62%	67%	87%	Female
29%	23%	2%	Refused/Skipped