Allegan
District Library

STRATEGIC
PLAN

FY22/23
TO
FY24/25

"The library seems very collaborative and embraces change and wants to be innovative."
Survey respondent

"The staff is helpful and friendly whenever I've been in there."
Survey respondent

Planning Process

Why

Allegan District Library (ADL) is a pillar of the community. Patrons love ADL's commitment to innovation, literacy, and customer service. To meet the emerging needs of its patrons, ADL has undergone a strategic planning process to align its resources with the priorities of the community. By implementing a new strategic plan, ADL will be able to focus efforts on delivering programs, services, and collections with meaningful community impact and providing a welcoming space for the community.

How

Allegan District Library initiated a strategic planning process in the Fall of 2021. Amanda E. Standerfer from Fast Forward Libraries LLC was engaged in September 2021 to facilitate the planning process in three phases: Learn, Dream, Do. The Learn phase entailed a community survey, staff and Trustees feedback sessions, and community focus groups and interviews. In the Dream phase, staff and Trustees discussed possible future pathways for the library. This strategic plan will guide ADL through the Do phase, as the library executes its vision for the future.

Process Timeline 21-22

Sep: Kick-Off

Sep: Board and Staff Feedback

Oct: Close of Community Survey

Nov: Focus Groups and Interviews

Nov: Learning Report

Dec: Planning Meeting

Feb: Staff Retreat

Feb: Board Retreat

Mar: Retreat Debrief

Apr: Board Presentation

April: Plan Approval

May: Implementation Meeting

Allegan District Library

STRATEGIC PLAN FY22/23 TO FY24/25

MISSION

We inspire our community to explore and learn throughout their lifetime by providing access to resources, technology, and welcoming spaces.

VISION

A lifetime of learning, growth, and connection.

LIBRARY AWARENESS

District residents are aware of the library's value to the community.

The library is a valued community partner. Maintain current community partnerships while establishing new meaningful partnerships.

The library building is a welcoming and inclusive space for community connections.

LEARN & DISCOVER

Library programs spark exploration and enrich the lives of community members.

Community members have barrier-free access to the collections for a lifetime of reading, learning, and recreation.

Community members confidently navigate up-to-date technology.

ORGANIZATIONAL EXCELLENCE

Staff members feel supported and are given the tools and training needed to be empowered and engaged in their work.

Trustees develop their knowledge and skills to responsibly steward, advocate for, and govern the library.

The library has the systems to plan for and fund the library's building and operations.

VISION & MISSION

VISION

A lifetime of learning, growth, and connection.

MISSION

We inspire our community to explore and learn throughout their lifetime by providing access to resources, technology, and welcoming spaces.

STRATEGIC DIRECTION 1
LIBRARY AWARENESS

1) District residents are aware of the library's value to the community.
2) The library is a valued community partner.
3) The library is a welcoming and inclusive space for community connections.

RESULTS

Success means increased circulation and library usage; more effective and frequent community partnerships; a welcoming and comfortable library environment for staff and patrons; and greater public awareness and support of library services.

STRATEGIC DIRECTION 2
LEARN AND DISCOVER

1) Library programs spark exploration and enrich the lives of community members.
2) Community members have barrier-free access to the collections for a lifetime of reading, learning, and recreation.
3) Community members confidently navigate up-to-date technology.

RESULTS

Success means offering diverse programming for all ages that serves patrons throughout their lifetime; the library will seek out programming recommendations and welcome new partnerships from the community; and the library will provide up-to-date technology and technology assistance.

STRATEGIC DIRECTION 3
ORGANIZATIONAL EXCELLENCE

1) Staff members feel supported and are given the tools and training needed to be empowered and engaged in their work.

2) Trustees develop their knowledge and skills to responsibly steward, advocate for, and govern the library.

3) The library has the systems to plan for and fund the library's building and operations.

RESULTS

Success means staff and trustees have access to trainings that increase their confidence, effectiveness, and job satisfaction. The library receives more funding from sponsorships, grants, and fundraising. The library wins awards and more patrons volunteer.

Next Steps

Growing Together

After this plan is adopted by the Board, an activity plan will be completed and implemented by staff. Implementation is a continual process. The timing of certain activities will be determined by priority and influenced by various factors, such as funding and staffing. Review and adjustment of the activity plan will happen on a regular basis.

Evaluation of the plan will be ongoing once the plan implementation is underway. Measurements for each goal will vary, and some activities will be best evaluated by things like circulation and cardholder statistics, while others may be evaluated by collecting data through patron surveys at regular intervals. Continued reporting of successes and challenges will ensure that ADL is transparent about progress and open to patron and staff feedback.

ADL commits to a comprehensive review and update of this plan at its completion. This plan will move ADL significantly forward by guiding next steps on plans for library awareness, organizational excellence, and patrons' lifelong learning. This plan is an investment in the future of ADL and its beloved community.
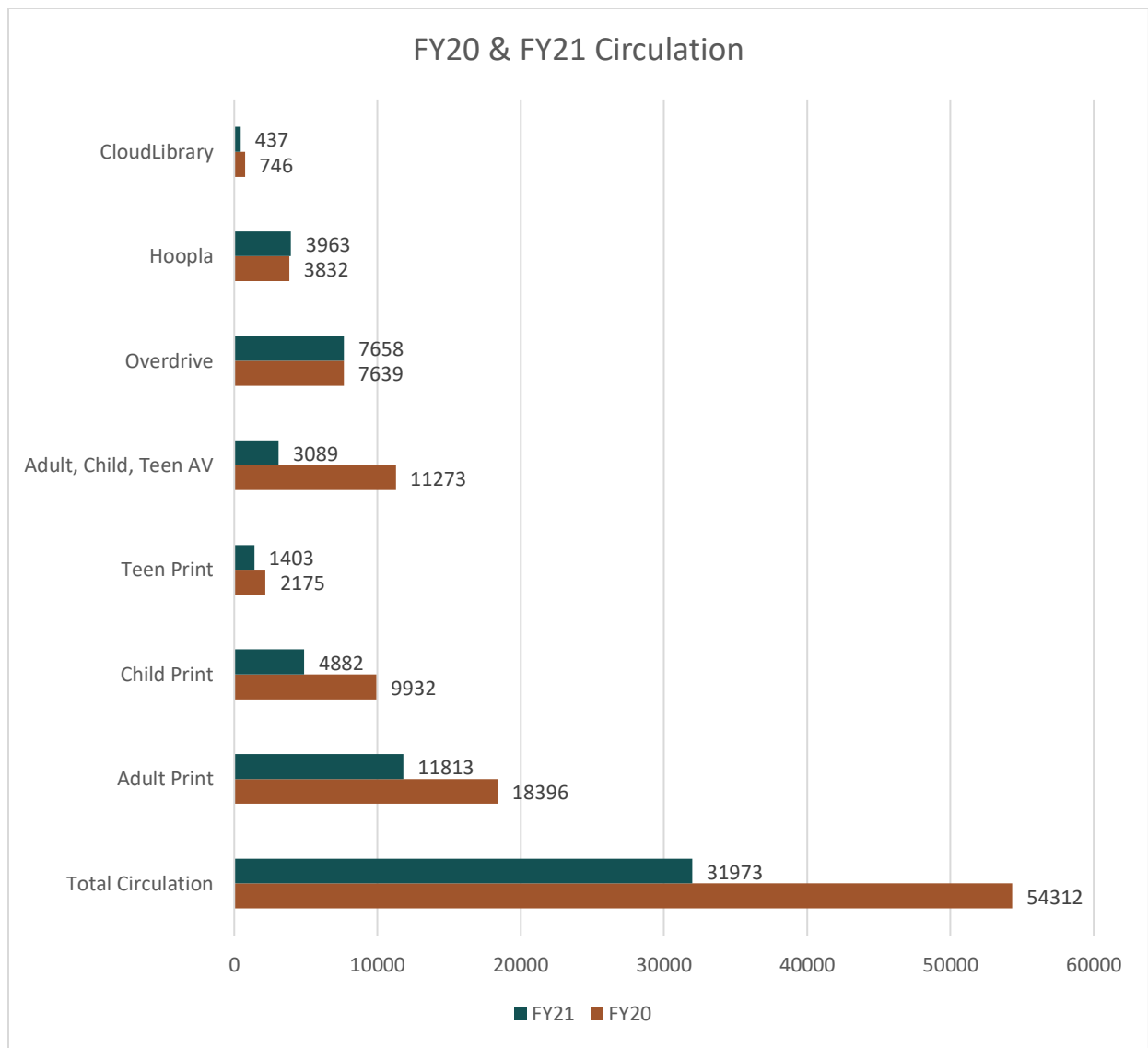
Allegan District Library Learning Report

Submitted by Amanda E. Standerfer, MA, MLIS, Sarah Forbes, PhD., and Kristin Traniello, MLIS
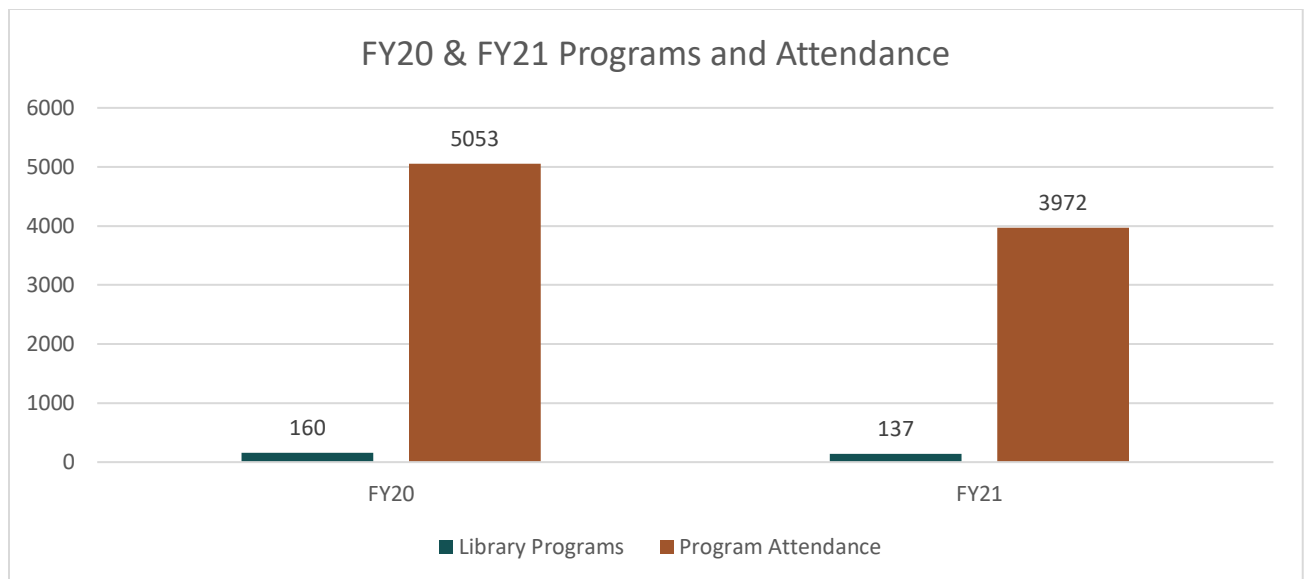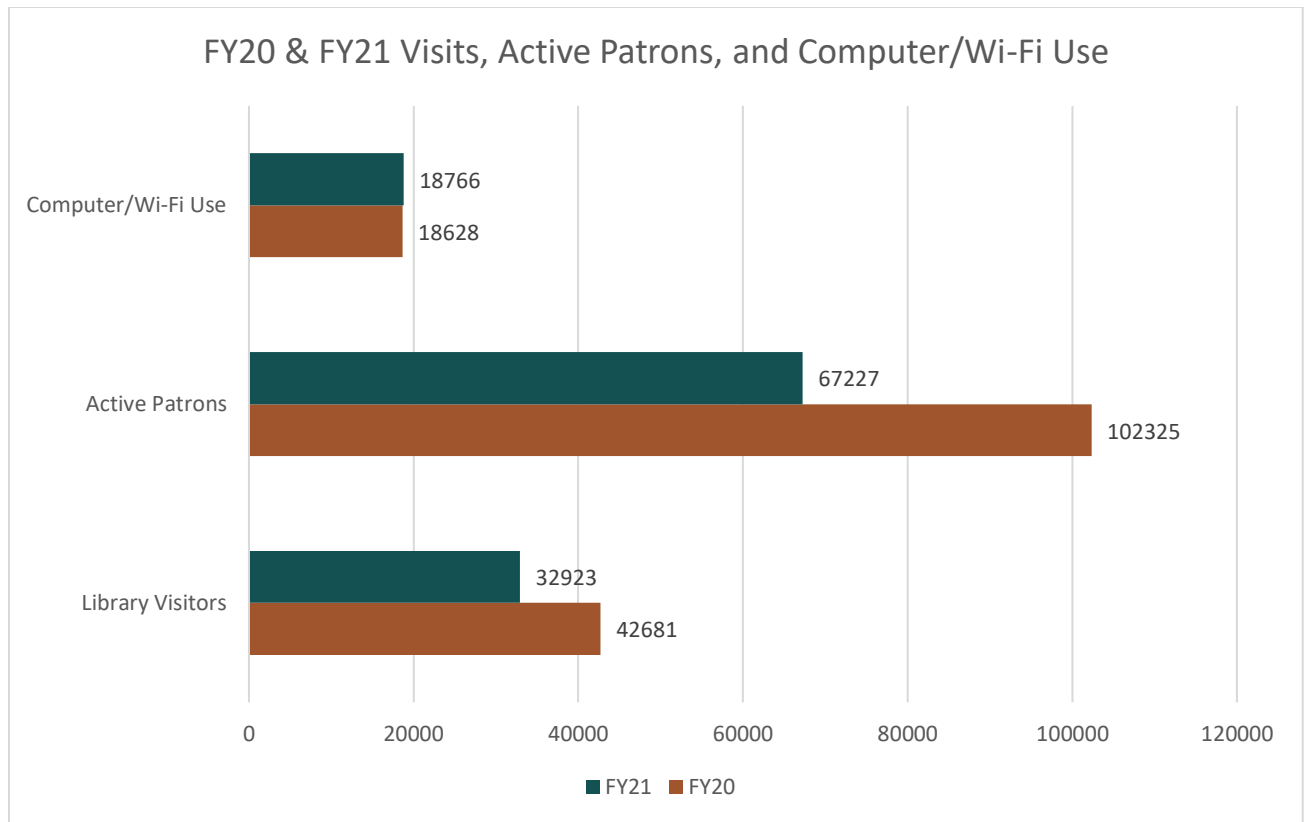December 2021

Introduction and Community Overview

Allegan District Library sits in the historic downtown of the City of Allegan, along Michigan's Kalamazoo River. The library serves the City of Allegan, Allegan Township, Valley Township, Cheshire Township, Trowbridge Township, and sections of Heath Township and Monterey Township. This area of Michigan is known for its industrial history, beautiful landscapes, independent businesses and water and forest recreation. In addition to the City of Allegan's preserved historic residences, the revitalized riverfront attracts many tourists to the area. The Allegan School District serves the families of this area with opportunities ranging from early learning to adult technical training.

According to the Michigan Public Library Statistics for FY20-21, ADL serves a population of 17,401. The library had 8,863 registered cardholders and a total circulation of 65,379. The library was visited 42,681 times and the library's website was visited 19,471 times. The collection size was 60,803, with 16,554 digital items, including eBooks, audio recordings, and downloadable/streaming movies. The library also offered 177 programs, 20 held virtually.

FY20 & FY21 Circulation

Category	FY21	FY20
CloudLibrary	437	746
Hoopla	3963	3832
Overdrive	7658	7639
Adult, Child, Teen AV	3089	11273
Teen Print	1403	2175
Child Print	4882	9932
Adult Print	11813	18396
Total Circulation	31973	54312

■ FY21 ■ FY20

The effects of the pandemic on library services shows when comparing data from the previous year. From FY 19-20 to FY 20-21, the library saw visits to the physical library decrease by around 28,000, but total circulation only decreased by around 8,000. Despite the decrease in visits and circulation, registered cardholders increased by around 300. To respond to the needs of the community, ADL increased its digital resource collection from 15,208 items to 16,554.

FY20 & FY21 Visits, Active Patrons, and Computer/Wi-Fi Use

Computer/Wi-Fi Use	FY21: 18766 / FY20: 18628
Active Patrons	FY21: 67227 / FY20: 102325
Library Visitors	FY21: 32923 / FY20: 42681

Legend: ■ FY21 ■ FY20

FY20 & FY21 Programs and Attendance

FY20 — Library Programs: 160, Program Attendance: 5053
FY21 — Library Programs: 137, Program Attendance: 3972

Legend: ■ Library Programs ■ Program Attendance

Census data from the Allegan Public School district shows that this area is economically stable, with high homeownership, low unemployment, and affordable housing. Median household income hovers around the state average and slightly below the national average. The poverty rate is much lower than state and national averages (14.4% in the U.S. as compared to 10.5% in

Allegan in 2019).[1] According to [Michigan School Data](#), 51.5% of students enrolled in Allegan Public Schools were economically disadvantaged (as defined by eligibility for the free or reduced price lunch program) in 2020-2021 (this compares to 50.89% economically disadvantaged statewide across all grades).

US CENSUS DATA	US 2019	MI 2019	APS 2019
Population	328,239,523	9,965,265	17,544
Median Age	38.5	39.7	39.5
Median Household Income	$ 62,843	$57,144	$58,640
Homeownership	64.10%	71.20%	79.3%
Housing Value (Owner-occupied)	$ 217,500	$ 154,900	$137,600
Below Poverty Level	13.40%	14.4%	10.5%
Average Household Size	2.62	2.47	2.63
Average Family Size	3.23	3.07	3.04

US CENSUS	US 2019	MI 2019	APS 2019
Unemployment Rate	4.5%	5.6%	2.9%

Less than 16% of the population holds a bachelor's or graduate or professional degree, which is about half the state and national average.

US CENSUS	US 2019	MI 2019	APS 2019
Population 25 years and older	220,622,076	6,813,480	11,829
Less that 9th Grade	5.1%	2.9%	2.4%
9th-12th Grade, no diploma	6.9%	6.3%	5.8%
HS or Equivalent	27.0%	28.9%	43.3%
Some College	20.4%	23.4%	22.8%
Associates Degree	8.5%	9.4%	9.9%
Bachelor's Degree	19.8%	17.7%	9.7%
Graduate or Professional Degree	12.4%	11.4%	6.1%

The population is mostly white. People of multiple races represent the next largest demographics category (5.8%). 4.3% of residents identify as Hispanic or Latino.

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[1] As defined by the U.S. Census bureau, poverty rate is an annually determined threshold that considers many factors, like family size and various sources of income. In 2020, a family unit of four people had a weighted average threshold of $20,591. See: https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html and https://www.census.gov/topics/income-poverty/poverty/guidance/poverty-measures.html.

US CENSUS	US 2020	MI 2020	APS 2020[2]
Total Population	328,239,523	10,077,331	17,902
White alone	61.63%	73.88%	89.5%
Black or African American alone	12.40%	13.66%	1.8%
American Indian and Alaska Native alone	1.12%	0.61%	0.6%
Asian alone	6%	3.32%	0.6%
Native Hawaiian and Other Pacific Islander alone	.21%	0.03%	0.0%
Some Other Race alone	8.42%	2.20%	1.5%
Two or More Races	10.21%	6.30%	5.8%

US CENSUS - Hispanic	US 2020	MI 2020	APS 2020
Total Population	331,449,281	10,077,331	17902
Hispanic Population	18.7%	5.6%	4.3%

Spanish is the second most spoken language after English. Only .8% of the population speaks English "less than very well."

US CENSUS	US 2019	MI 2019	APS 2019
Population 5 years and over	304930125	9,394,171	16533
English Only	78.4%	90.3%	96.4%
Spanish	13.4%	3.0%	1.7%
Other Indo-European languages	3.7%	2.9%	1.2%
Asian/Pacific Islander languages	3.5%	1.7%	0.6%
Other languages	1.1%	2.1%	0.1%
Speaks English less than "very well"	8.4%	3.4%	.8%

A significantly smaller percent of the population identifies as having a disability compared to the state and national average. However, increasing accessibility is still important goals for the library to serve this population sufficiently.

US CENSUS	US 2019	MI 2019	APS 2019
Total Civilian Noninstitutionalized Population with a Disability	40,335,099	1,401,370	648
Ambulatory Difficulty	6.9%	7.7%	5.5%
Cognitive Difficulty	5.1%	6.0%	3.6%

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[2] Some 2020 Census data has been updated for 2020 for Allegan Public Schools District, while most is still from 2019 estimates. Note that the COVID global pandemic may have impacted Census data.

Hearing Difficulty	3.6%	3.9%	3.2%
Independent Living Difficulty	5.8%	6.6%	3.8%
Self-Care Difficulty	2.6%	3.0%	2.0%
Vision Difficulty	2.3%	2.2%	1.7%

Additional demographic data can be found in the Appendix of this report.

Environmental Scan and SOAR Analysis

Environmental Scan

An environmental scan considers the broader context in which an organization exists and identifies key issues that potentially impact the future of the organization. To kick off the Library's strategic planning process, elements of the environmental scan were identified during sessions with staff and library Board members in September 2021 and are summarized below.

- **Political:** Political polarization has caused concerns regarding opposition to library COVID policies. Distrust in civic institutions creates challenges for libraries to provide trusted information. Libraries are finding it increasingly difficult to stay "neutral." The library currently has good working relationships with the local government officials and state legislator.
- **Economic:** Economic inequality came up frequently in discussions. Salaries have not kept up with cost of living, creating a lack of affordable housing. There's a disconnect between workers and employers in the community, creating both unemployment and unfilled jobs. Supply chain issues due to COVID are affecting patrons as well as food insecurity.
- **Social:** During the COVID-19 pandemic people have become more isolated, and children and workers have had their educational and professional lives disrupted. Kids are bored. Racism issues have taken center stage in the country. Technology has brought many people together, but it creates its own challenges regarding some destructive social media trends. The Allegan area has offered a variety of ways for community members to connect like music on the river and food trucks downtown.
- **Technological:** The cost of technology is prohibitive for some Allegan community members, and the digital divide became clear in the pandemic with school and services online. There is a shortage of devices and hotpots. Rapid technological change necessitates constantly evolving digital literacy requirements.
- **Legal:** The library must continue to consider first amendment rights, privacy rights, intellectual property rights, and copyright law, particularly how these rights and laws

shift are complicated with technological change and government regulation. Cybersecurity is also a concern.

- **Library Sector:** Libraries provide essential access to resources and are increasingly seen as social service providers—this can be seen as both a mission-creep and opportunity. Libraries in general have faced budget cuts, rapidly changing technology, and inter-library competition. The pandemic forced many libraries to add more virtual programming and services and technology support. There has been an increase in DEI initiatives for collections, so libraries have had to consider more seriously how to be balanced and represent the community.

SOAR Analysis

A SOAR analysis (strengths, opportunities, aspirations, and results) narrows the focus from an environmental scan to consider the organization specifically. This exercise helps identify potential directions to explore during the strategic planning process. SOAR elements were identified during sessions with staff and library board in September 2021 and are summarized below.

- **Strengths:** The library is in a strong fiscal position and has built a beautiful and functional new building. Staff are friendly and responsive to patrons and are supportive and communicative with each other. The library has built deep connections with teens and the community at large. Constantly evolving programming and collections are always aimed at serving the community better. There are many opportunities for young people.
- **Opportunities:** The library could reach more of the community through more outreach and marketing initiatives and expanded programming and collections for groups like new adults without kids, senior citizens, homeschool families, and very young children. There is a need for trustees to take on the roles of advocates more and create "buzz" in the community about all the library has to offer. Staff see opportunities in offering more hotspots and technology and interactive science demonstrations. Given the new facility, the library can implement new maintenance policies and replacement plans. The library should actively seek pay equity with the market in the area for public libraries and similar sectors.
- **Aspirations:** Become a community center where people feel welcome and in which community members want to invest. Support educational and professional development through early and adult literacy initiatives. Develop meaningful monitoring and evaluation systems for better decision-making and storytelling efforts.
- **Results:** If the library can achieve its goals, the library will become a "place to be" in the community for education, entertainment, and enjoyment. Its reputation and offerings will draw new people to the community. Community members lives will become better as they raise their education levels and socio-economic status. Other organizations will
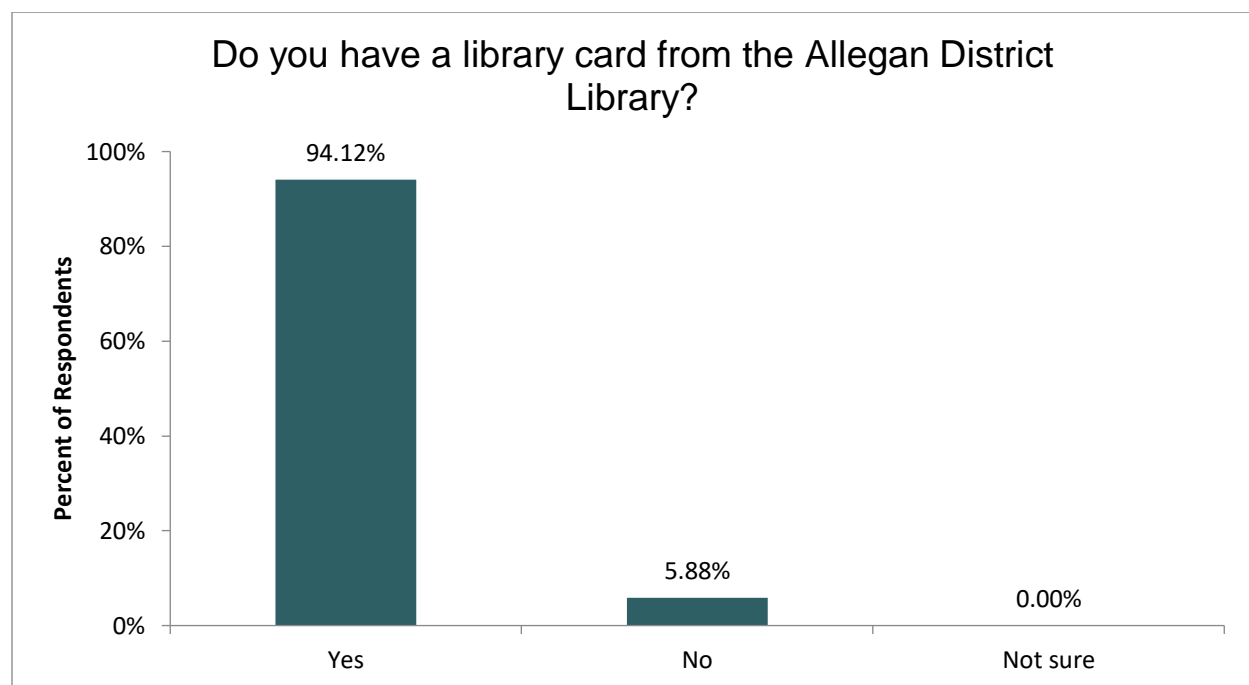
seek the library for partnerships. The library will be in a continuous process of improvement in order to reflect and serve the community.
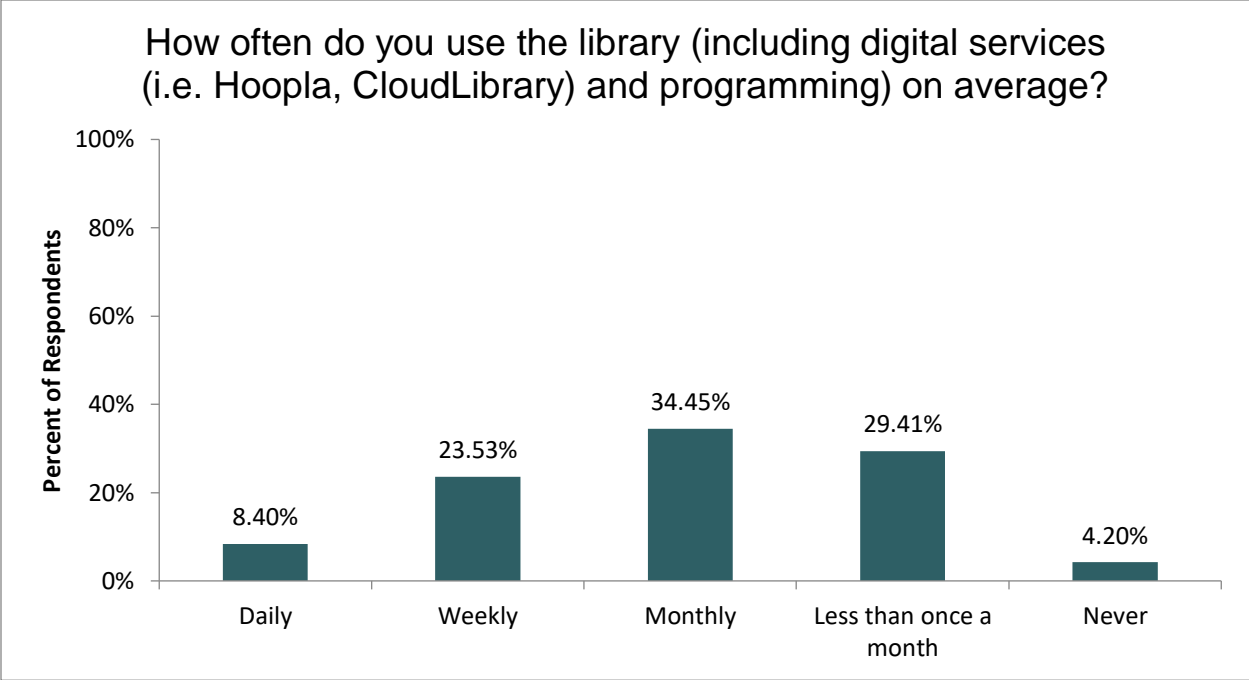
Community Survey

As part of their strategic planning process, the Allegan District Library (ADL) conducted a SurveyMonkey survey to learn more about their patrons' experience with library services, programs, staff, and facilities. A total of 119 individuals completed the survey.

Note about the survey responses: Respondents sometimes note programs or services they want the library to have, but are already offered by the library. We have left these comments in the responses. This indicates a need to better communicate about all the library has to offer. In addition, respondents sometimes offer conflicting opinions about what the library should offer or feel strongly about the library offering something that is not feasible due to cost. The Board and staff will further discuss this feedback at retreat sessions in January 2022.

Do you have a library card from the Allegan District Library?

How often do you use the library (including digital services (i.e. Hoopla, CloudLibrary) and programming) on average?

Percent of Respondents

- Daily: 8.40%
- Weekly: 23.53%
- Monthly: 34.45%
- Less than once a month: 29.41%
- Never: 4.20%

FINDINGS:
- A majority of respondents (94%) have a library card from the ALD and 32% use the library at least weekly.

How satisfied are you with the Allegan District Library overall?

Percent of Respondents

- Very Dissatisfied: 1.68%
- Dissatisfied: 3.36%
- Neutral: 15.97%
- Satisfied: 36.97%
- Very Satisfied: 42.02%
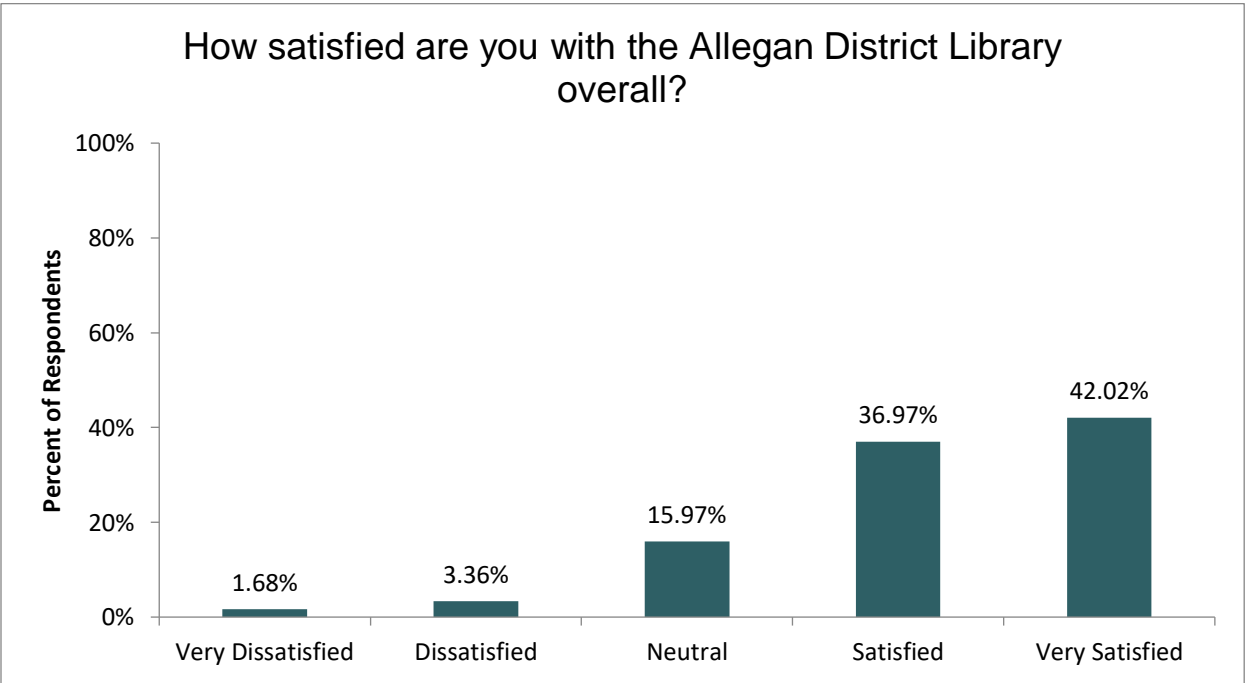
FINDINGS:	• A majority of respondents (79%) are satisfied or very satisfied with the Allegan District Library overall.

What would motivate you to use the library more? **Note:** For open-ended questions, responses are summarized and not in any particular order or with any particular weight. When analyzing this qualitative data, we hoped to show the breadth of responses provided by respondents.

Respondents shared ideas related to **collections**:
- Have more books (adults, teens, and children) and more e-books available; have more current titles; provide an easier way to borrow digital materials; have more board games and puzzles; and have items to check out

Respondents shared ideas related to **programs**:
- Homeschool meetups; community groups; events for adults and young adults; book clubs that read more interesting books; more toddler/preschool events in the evenings and weekends; and more speakers, workshops, and craft programs

Respondents shared ideas related to the **building** and **grounds**:
- Create a more traditional library atmosphere and seating; create an eating area with coffee and snacks; create a separation between the children's area and the rest of the library to reduce noise; and improve parking

Respondents shared ideas related to **policies**:
- Increase the amount of time allowed each visit; decrease COVID rules (Note: No COVMID mandates are in place at the time of this report.); update the website regarding hours or changes; provide more frequent newsletters highlighting services and materials; offer Sunday hours; remove library fines; and provide other ways to obtain library card
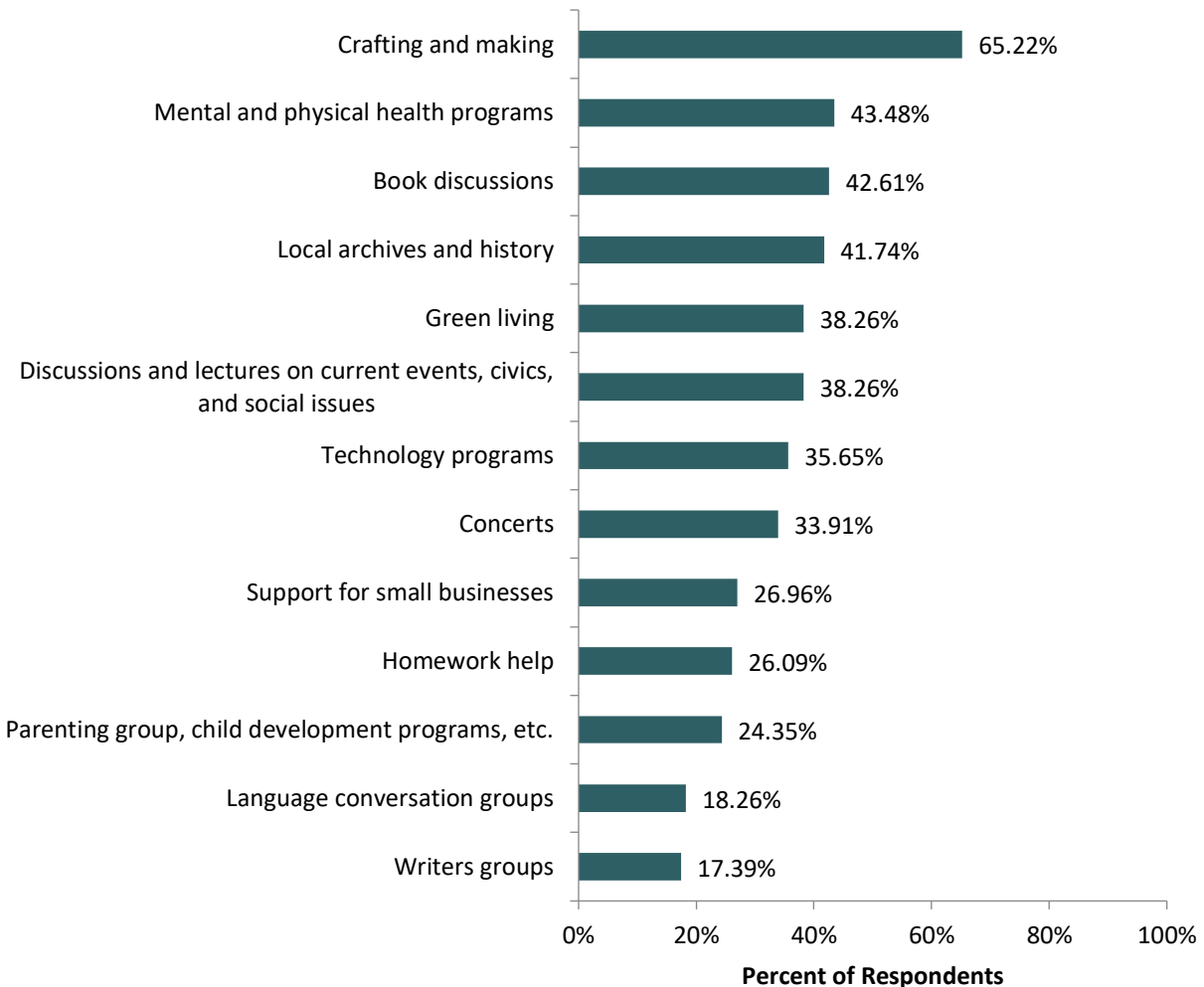
Respondents shared ideas related to **staff**:
- Have friendly and patient librarians; have responsive management; and have the front desk staff greet patrons

Respondents shared **other** ideas:
- Individuals need more time for reading; retirement; and provide a fax machine (Note: The library does provide a fax machine.)
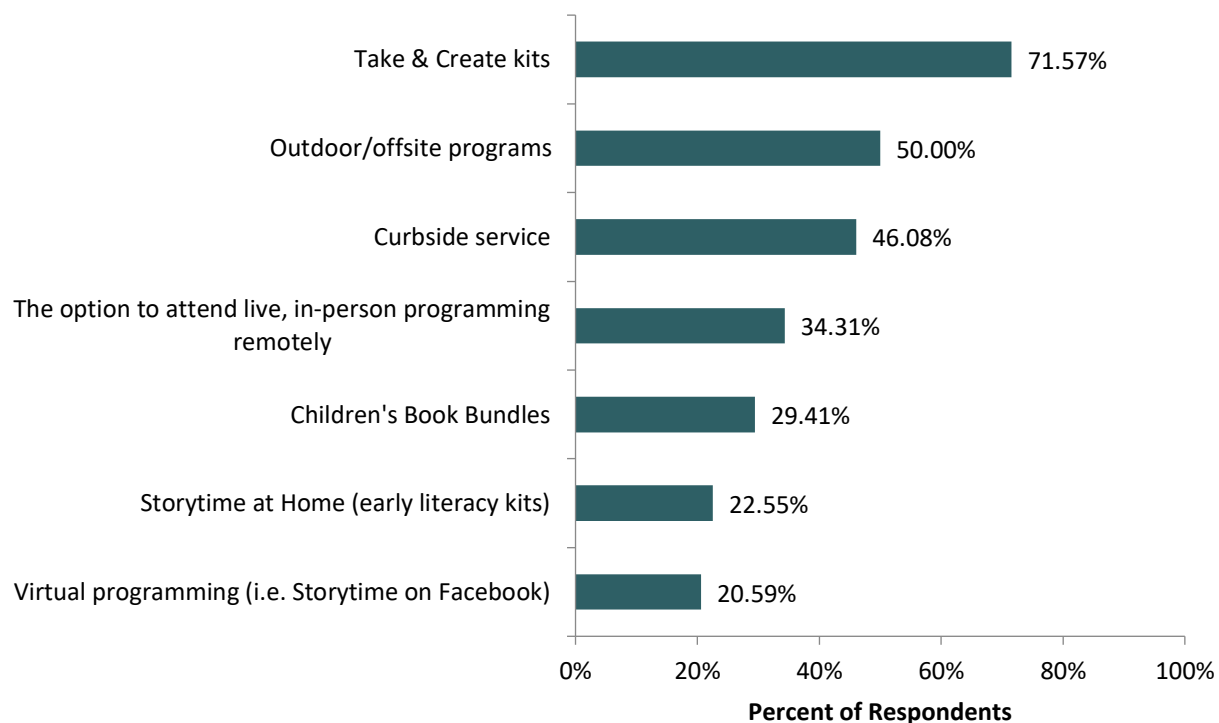
We are thinking about future library programs, services, and partnerships. Which of the following are topics or services that you or your family would like to see at the library? Please check all that apply.

Topic/Service	Percent
Crafting and making	65.22%
Mental and physical health programs	43.48%
Book discussions	42.61%
Local archives and history	41.74%
Green living	38.26%
Discussions and lectures on current events, civics, and social issues	38.26%
Technology programs	35.65%
Concerts	33.91%
Support for small businesses	26.96%
Homework help	26.09%
Parenting group, child development programs, etc.	24.35%
Language conversation groups	18.26%
Writers groups	17.39%

Percent of Respondents

Other topics or services that you or your family would like to see at the library:
• Topics: art; history; animals; computer skills
• Events: reading theater; poetry slam; game time; late night hangout; baby and toddler events; homeschool events; career showcase for K-12; hands on events for young children (e.g., petting zoo; trying musical instruments)
• Services: seed library; equipment lending; homeschool supports and resources

COVID-19 made it necessary for the library to develop new services to serve the community. Which of these new services would you like to see continued?

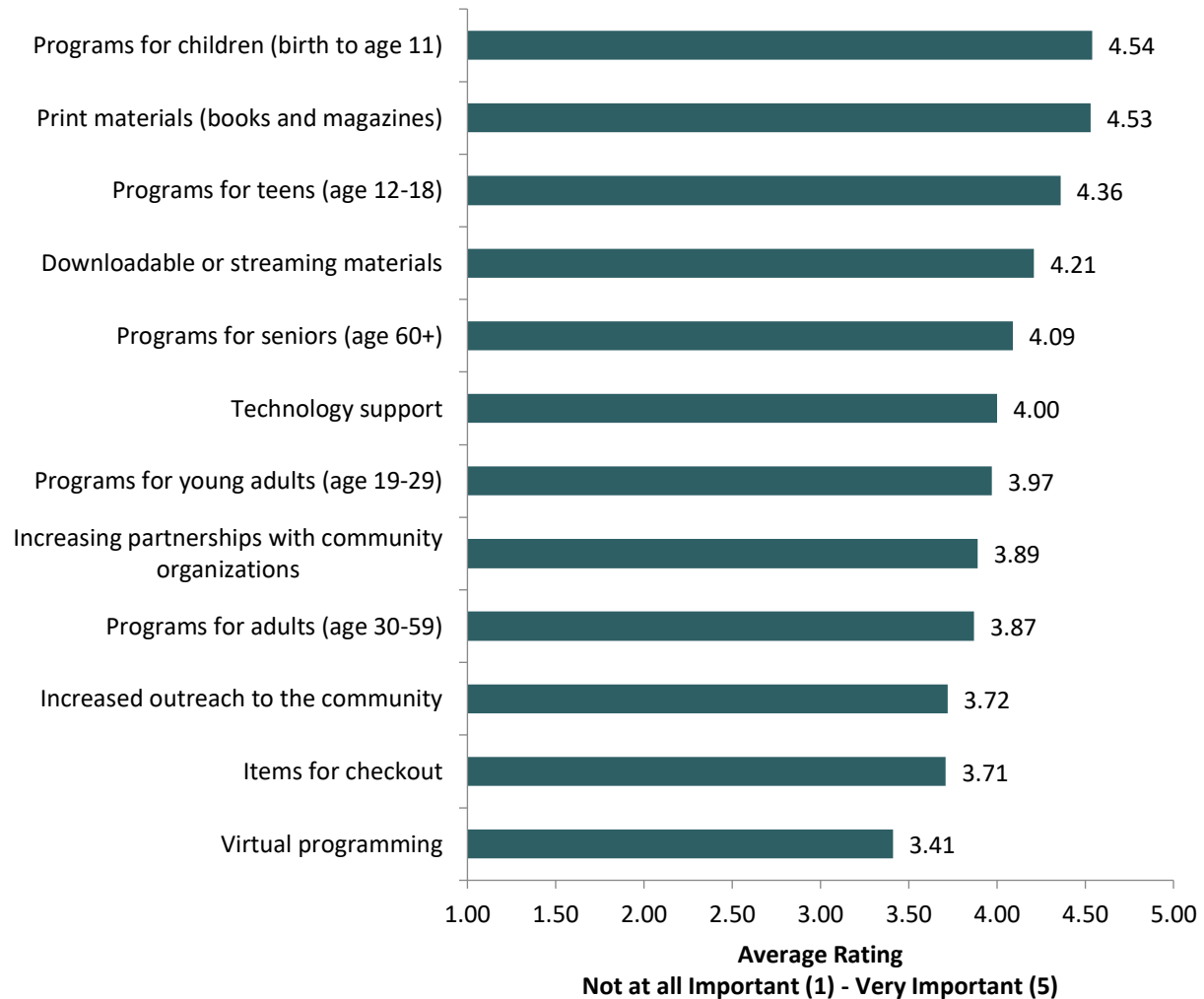| Service	Percent
Take & Create kits	71.57%
Outdoor/offsite programs	50.00%
Curbside service	46.08%
The option to attend live, in-person programming remotely	34.31%
Children's Book Bundles	29.41%
Storytime at Home (early literacy kits)	22.55%
Virtual programming (i.e. Storytime on Facebook)	20.59%

Percent of Respondents

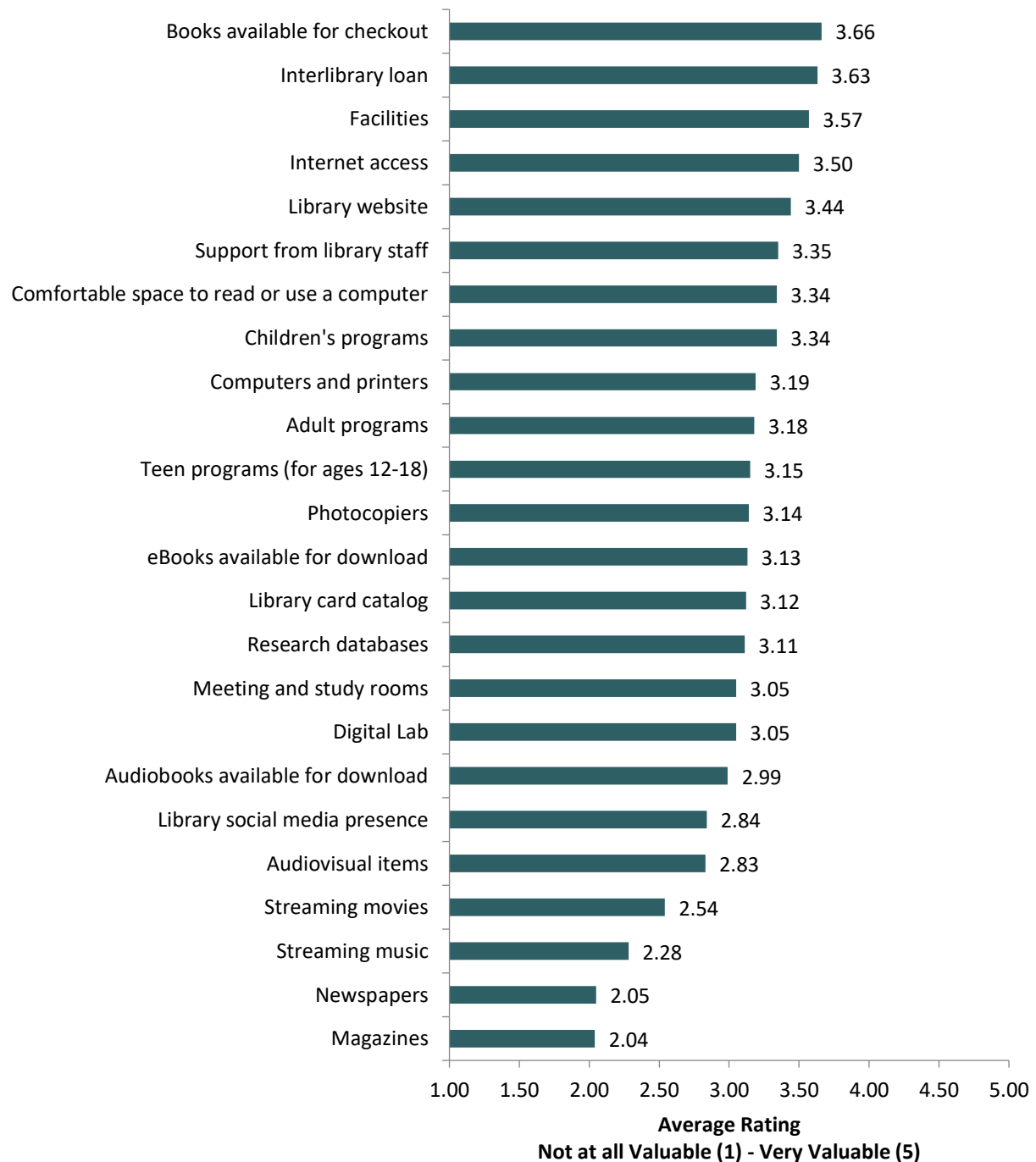| Other new services you would like to see continued: |
|---|
| • Ordering books in outer lobby; satellite book pick up and drop off in the country |
| • Post virtual programs to YouTube to be rewatched |
| • Waiving COVID closure fines |
| • Allow virtual membership |

Where should we focus resources over the next several years? Please rate the items below based on your opinion of their importance to the future of the library.

Item	Average Rating
Programs for children (birth to age 11)	4.54
Print materials (books and magazines)	4.53
Programs for teens (age 12-18)	4.36
Downloadable or streaming materials	4.21
Programs for seniors (age 60+)	4.09
Technology support	4.00
Programs for young adults (age 19-29)	3.97
Increasing partnerships with community organizations	3.89
Programs for adults (age 30-59)	3.87
Increased outreach to the community	3.72
Items for checkout	3.71
Virtual programming	3.41

Average Rating
Not at all Important (1) - Very Important (5)

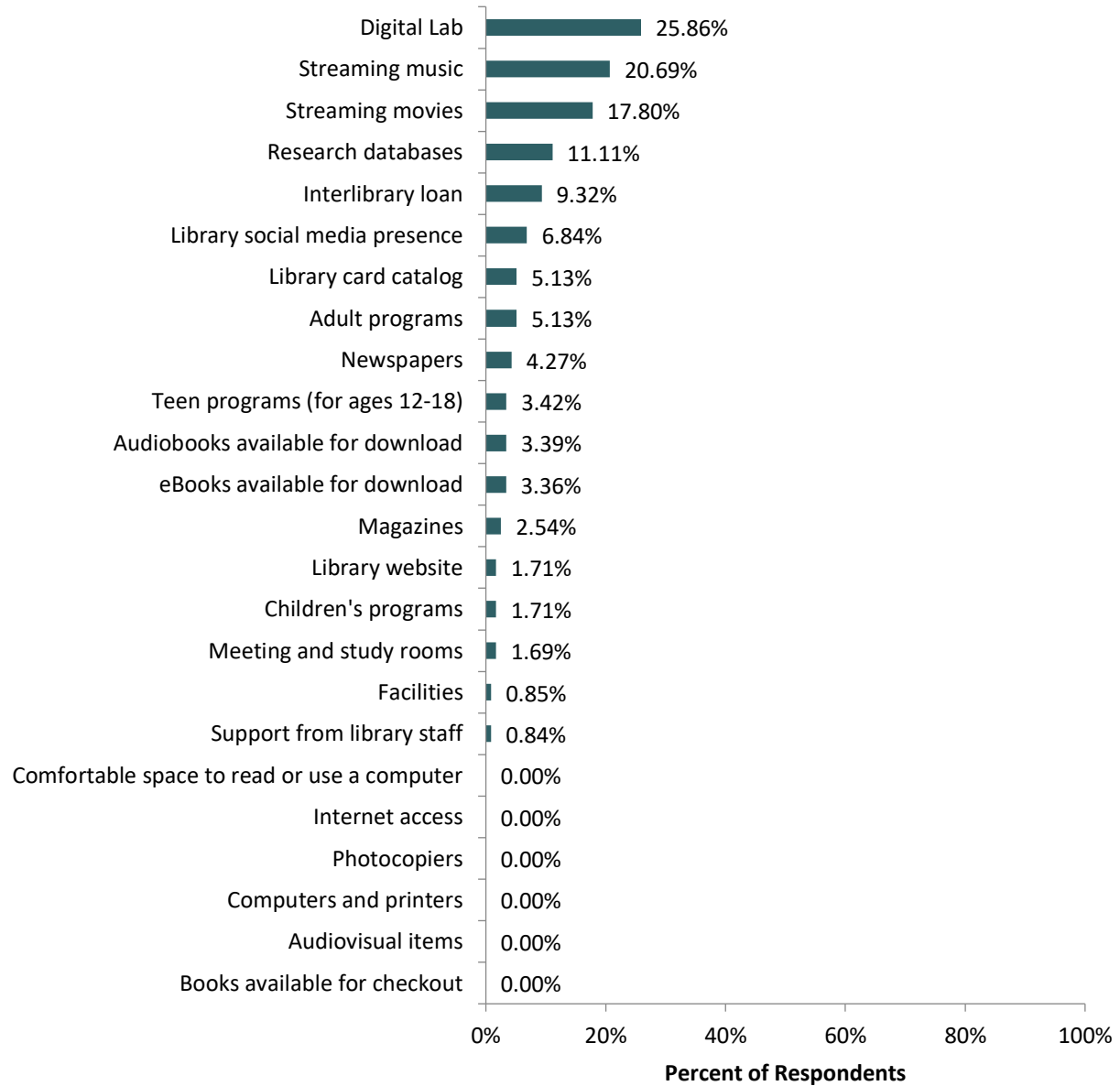| FINDINGS:	
	• Respondents identified print materials and programs for birth through age 18 as the most important focus areas for the future.
	• Virtual programming was rated the least important focus area and less than 25% would like to see it continue.

Please rate the following in terms of their value to you and your family.

Item	Average Rating
Books available for checkout	3.66
Interlibrary loan	3.63
Facilities	3.57
Internet access	3.50
Library website	3.44
Support from library staff	3.35
Comfortable space to read or use a computer	3.34
Children's programs	3.34
Computers and printers	3.19
Adult programs	3.18
Teen programs (for ages 12-18)	3.15
Photocopiers	3.14
eBooks available for download	3.13
Library card catalog	3.12
Research databases	3.11
Meeting and study rooms	3.05
Digital Lab	3.05
Audiobooks available for download	2.99
Library social media presence	2.84
Audiovisual items	2.83
Streaming movies	2.54
Streaming music	2.28
Newspapers	2.05
Magazines	2.04

Average Rating
Not at all Valuable (1) - Very Valuable (5)

FINDINGS:	• Traditional library services (books, interlibrary loan, and facilities) were rated most valuable; streaming services, newspapers, and magazines were rated least valuable.

Unaware this was offered by the library

Service	Percent
Digital Lab	25.86%
Streaming music	20.69%
Streaming movies	17.80%
Research databases	11.11%
Interlibrary loan	9.32%
Library social media presence	6.84%
Library card catalog	5.13%
Adult programs	5.13%
Newspapers	4.27%
Teen programs (for ages 12-18)	3.42%
Audiobooks available for download	3.39%
eBooks available for download	3.36%
Magazines	2.54%
Library website	1.71%
Children's programs	1.71%
Meeting and study rooms	1.69%
Facilities	0.85%
Support from library staff	0.84%
Comfortable space to read or use a computer	0.00%
Internet access	0.00%
Photocopiers	0.00%
Computers and printers	0.00%
Audiovisual items	0.00%
Books available for checkout	0.00%

Percent of Respondents

FINDINGS:	• A majority of respondents were aware of the various library programs and services.

What programs, services, or collections could the library add that would be valuable to you and your family? **Note:** For open-ended questions, responses are summarized and not in any particular order or with any particular weight. When analyzing this qualitative data, we hoped to show the breadth of responses provided by respondents.
Respondents provided suggestions related to **programs**: • Topics: art; crafts; history; painting; drawing; plant-based cooking; plastic-free education; Great Lakes history; introductory music; tutoring; civics; work ethics; trade courses; Christian faith; career inspiration; live or virtual book clubs; family book clubs; and elementary student summer story/craft time • Audiences: babies and toddlers; preschool children (including story hour); young adults; special interest groups; families; and seniors
Respondents provided suggestions related to **services**: • Wi-Fi access when library is closed; hot spot internet boxes to loan for rural families; drop off and pick up in the country; equipment lending; and ancestry resources
Respondents provided suggestions related to **collections**: • Complete collections of series; more graphic novels; more Christian faith-based materials; more e-books and audiobooks; seed library; updated children's books; homeschool books; classic literature; restore the history collection; lending puzzles; more preteen/teen materials; and streaming movies
Respondents provided **other** suggestions: • Better search feature on the website; updated website with current hours and events; quiet place to read/study; and eliminate fines

How do you find out about services and events at the library? (Check all that apply.)

Category	Percent
Library social media	54.24%
Library website	54.24%
Print newsletter	48.31%
Flyers in the library	26.27%
Library staff	19.49%
From a friend or neighbor (word of mouth)	16.95%
Social media shared by a friend	14.41%
Other (please specify)	5.93%
Newspaper	5.93%
Digital display in the library	5.93%
Regent Theatre advertising	4.24%

Percent of Respondents
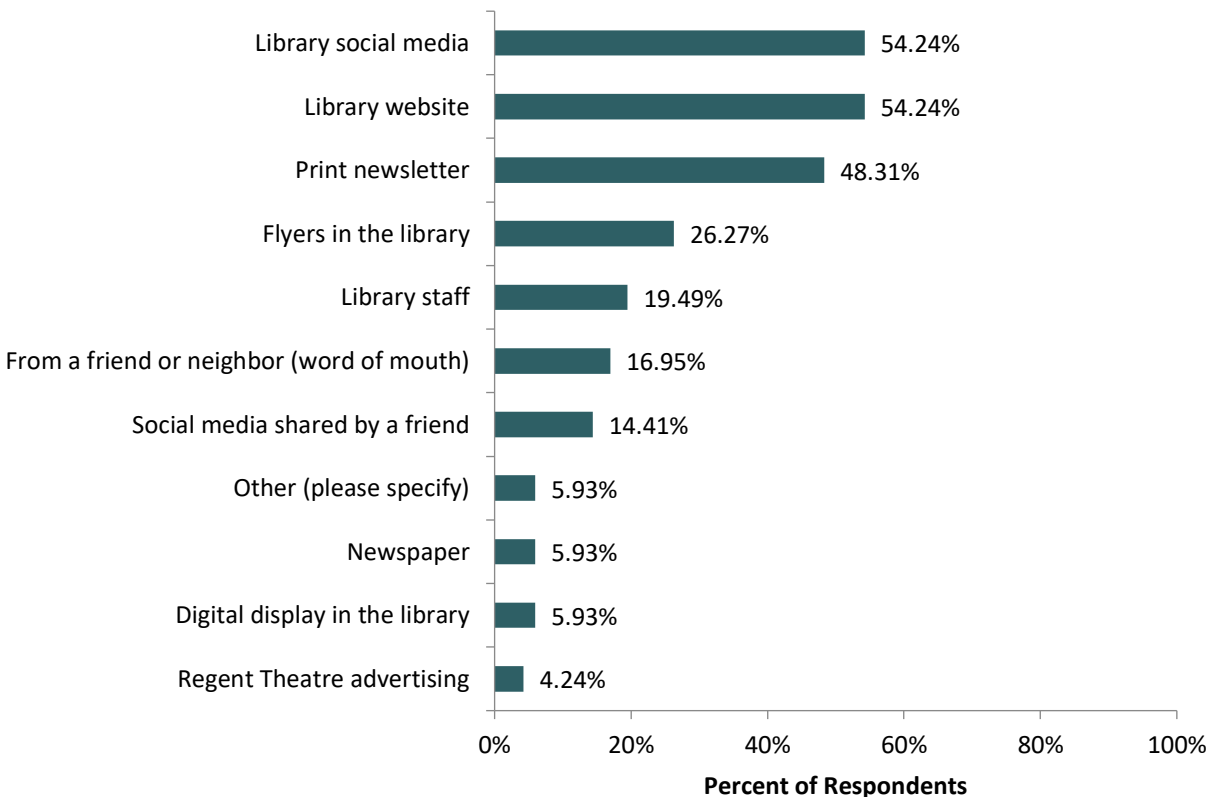
Other ways you find out about services and events at the library:
• Allegan Public Schools
• Facebook
• Visiting the library

FINDINGS:	• Over half of respondents find out about library services and events online, through the library's social media and website.

How can the library help meet community needs? **Note:** For open-ended questions, responses are summarized and not in any particular order or with any particular weight. When analyzing this qualitative data, we hoped to show the breadth of responses provided by respondents.
Respondents provided suggestions related to **literacy**:
• Support children learning to read – early literacy; expand children's book collection; and outreach to schools

Respondents provided suggestions related to **technology**: • Ensure internet, computer, printer, and copier availability; loan hot spots for rural families; and offer print and digital materials
Respondents provided suggestions related to **operations**: • Stay open; expand hours of operations; offer gathering space for groups; and have drop boxes inside and outside the library to collect ideas
Respondents provided suggestions related to **outreach**: • Promote library offerings at community events; outreach; form partnerships with community organizations; and provide a bookmobile
Respondents provided suggestions related to **staffing**: • Have library staff greet patrons; and hire someone to write grants for creative community projects
Respondents provided suggestions related to **programming**: • Keep events free or low cost; offer events at various time to accommodate various working schedules; offer activities for all ages; offer educational programs for the elderly; expand programming topics; and expand community night programming
Respondents provided **other** suggestions: • Encourage personal growth; solicit funding to grow services; and provide print and digital options for asking questions

What activities and interests do you hope to spend more time on in the next year? **Note:** For open-ended questions, responses are summarized and not in any particular order or with any particular weight. When analyzing this qualitative data, we hoped to show the breadth of responses provided by respondents.
Respondents plan to engage in **hobbies**: • Reading; sewing; knitting; crocheting; crafting; art; music; genealogy; writing; leather and vinyl crafting; stamping; pyrography; woodworking; virtual reality; photography; 3D printing; cooking; and organizing digital files
Respondents plan to engage in **outdoor** activities: • Outdoor activities; nature activities; camping; gardening; and birding
Respondents plan to focus on their **health**: • Exercise; fitness; and health and wellness
Respondents plan to engage in **learning**: • College classes; local history; languages; learning something new; and homeschooling
Respondents plan to engage in **social** activities: • Social activities; concerts; spending time with family; children's activities; Bible study; and book clubs
Respondents plan to engage in **other** activities: • Leisure; traveling; and small business development

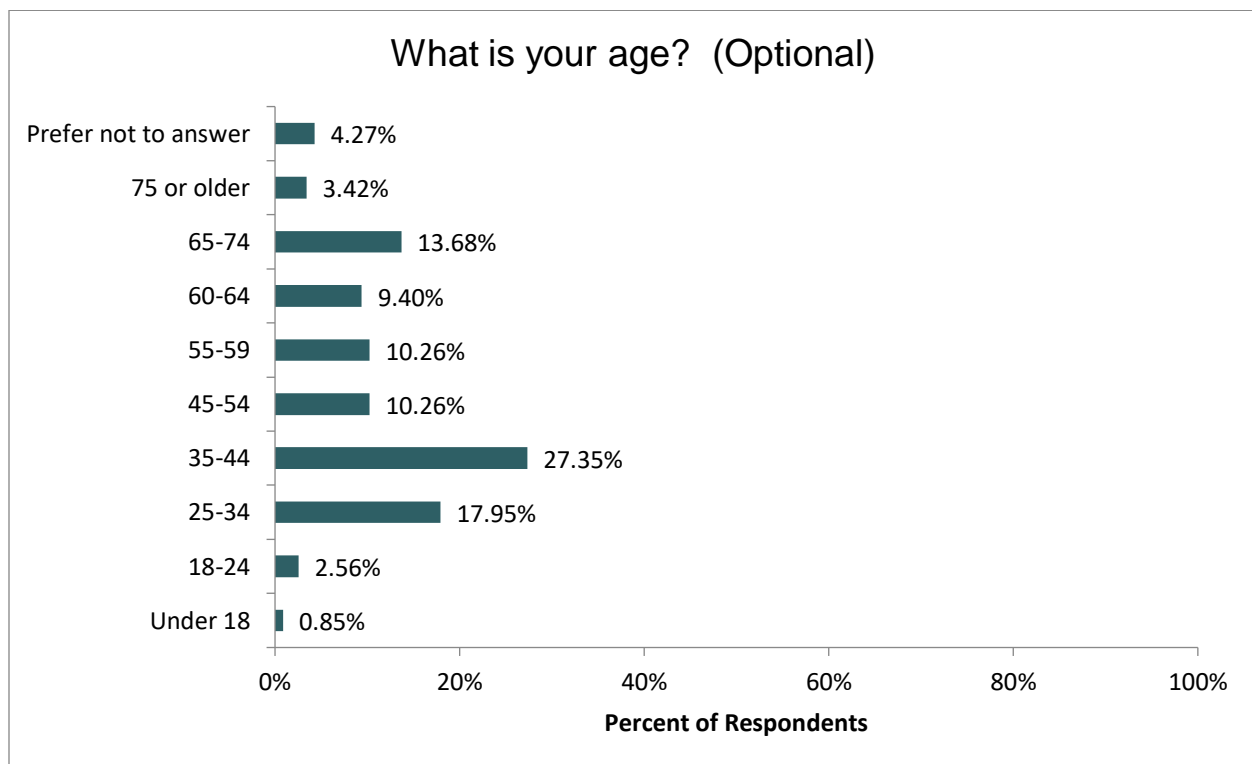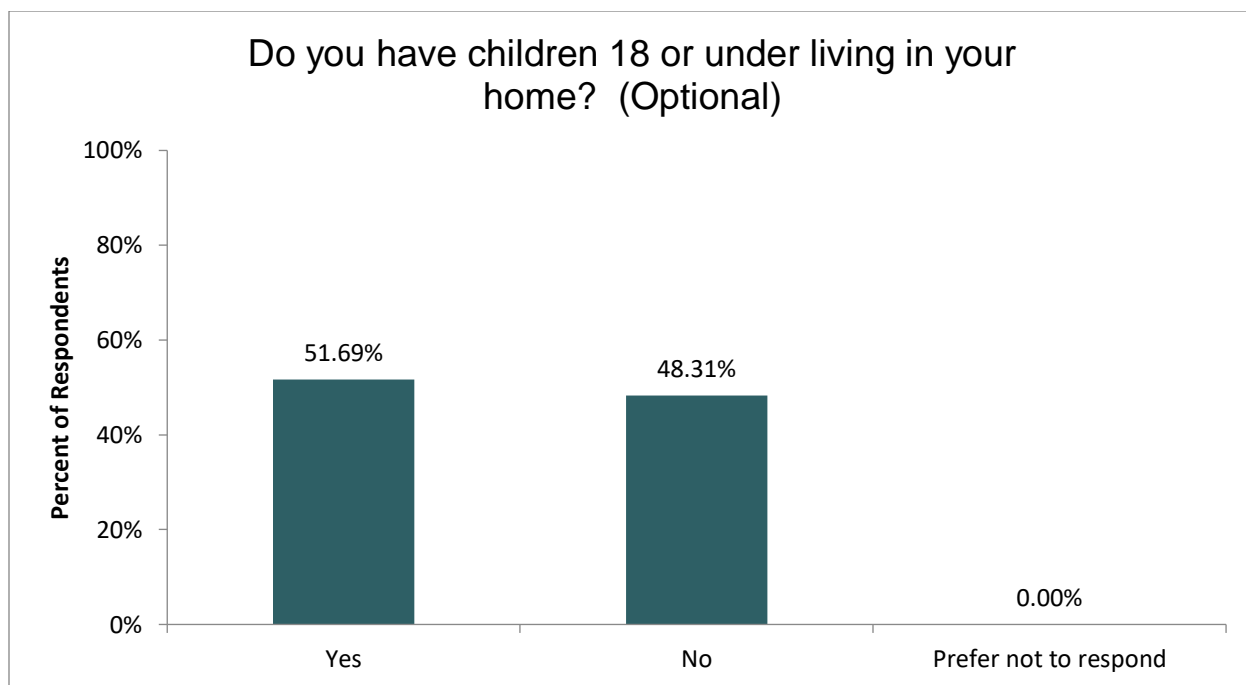| |
|---|
| **What do you like most about the library?** **Note:** For open-ended questions, responses are summarized and not in any particular order or with any particular weight. When analyzing this qualitative data, we hoped to show the breadth of responses provided by respondents. |
| Respondents like the **collections**:
• Selection of books and materials (print and digital); and research materials |
| Respondents like the **services**:
• Internet access; reserve books online for pickup; interlibrary loan; labs; bookstore; virtual reality; and take and creates |
| Respondents like the **building**:
• Location; layout; atmosphere; beautiful building; comfy seating; reading on the sun deck; bright with lots of windows and natural light; clean; organized; quiet; and the children and teen sections |
| Respondents like the **staff**:
• Friendly and helpful |
| Respondents like **other** aspects:
• Access to knowledge; opportunities to learn; and no expectation of spending money |

What is your age? (Optional)

Age	Percent of Respondents
Prefer not to answer	4.27%
75 or older	3.42%
65-74	13.68%
60-64	9.40%
55-59	10.26%
45-54	10.26%
35-44	27.35%
25-34	17.95%
18-24	2.56%
Under 18	0.85%

Percent of Respondents

Do you have children 18 or under living in your home? (Optional)

FINDINGS:
- A majority of respondents (59%) are under the age of 55 and have children under the age of 18 living at home (5%).

Please share any additional comments or suggestions you have. **Note:** For open-ended questions, responses are summarized and not in any particular order or with any particular weight. When analyzing this qualitative data, we hoped to show the breadth of responses provided by respondents.
• Respondents felt that the library enriches the community
• Respondents would like more comfortable spaces; dislike the openness of the new library; enjoy the bookstore; enjoy the children's area; thought the library looks and feels empty; and are concerned about the redesigned two-way driveway
• Respondents would like librarians to get to know patrons and increase customer service
• Respondents thought the library needed more books; more options for digital materials; a bookshelf for the ancestry books; a special section or labels for Christian fiction; and that Hoopla is a helpful service
• Respondents would like programs on how to build things; lectures on wildlife, canning, and foraging; and would like programming for all ages
• Respondents would like book drop off locations around town; and curbside service to continue
• Respondents would like the mailed flyers to continue; increased marketing of events and library offerings; and online event registration

OVERALL SURVEY FINDINGS:	• Based on the survey data, respondents value traditional library services, including books to check out and programs to attend.

Staff & Board Survey

For the Learning Report, we conducted a survey of Board and staff members to provide an opportunity for initial input into the process beyond the environmental scan and SOAR analysis. Seven Board members and 11 staff members participated. Below is a summary of their responses for each question.

What is your favorite thing about working at the library or serving on the Board?
• **Public Service:** helping a diverse set of community members, learning about people's needs, interacting with patrons, being involved in the community, making the community better
• **Relationships:** Co-workers, patrons, community members
• **Leadership:** Guiding library policy, leveraging political clout to support the library, applying management skills for the benefit of the library
• **Job satisfaction:** Good team, proud of the mission, "the smell of new books"

What's working well at the library? What are we good at?
• **Facilities:** Clean, welcoming environment, wonderful children's area, top notch technology
• **Administration:** Strong leadership and fiscal position, good relationships with local government, respected in the community
• **Programs and Services:** Creative programming that serves everyone in the community, especially children and teens
• **Staff:** Friendly, responsive to patron needs, good at problem-solving, knowledgeable, well trained

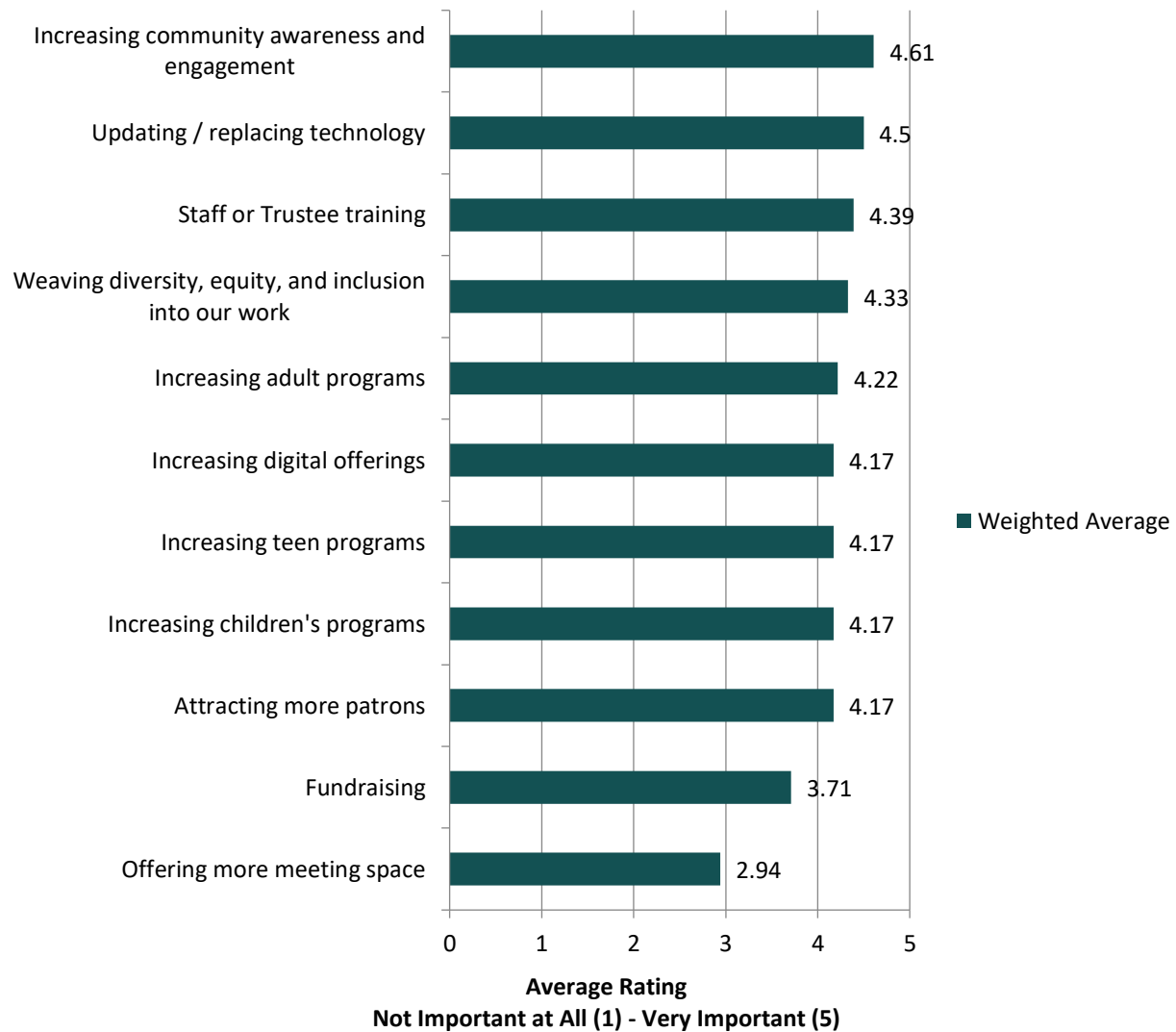| What could use some improvement? What keeps you from enjoying your experience with the library more fully? |
|---|
| • **Staff:** Need for: higher pay, trainings (technology, history resources, customer service, etc.), better evaluation and performance review processes, better inter-department communication (less siloing), consistent adherence to policies, collaboration opportunities and team-building activities, more staff input on decision-making |
| • **Awareness:** Increased knowledge of services by the community; increased knowledge of operations by board members |

How could the library help you better perform/succeed in your role at the library? What do you need to be a better Board/Staff member?
• **Staff:** Investment in full-time staff and higher wages, trainings, better communication and collaboration, accountability mechanisms to ensure consistent following of policies and guidelines
• **Awareness:** Promote services in the community better, leverage board members as community advocates
• **Board:** Increased opportunities for board to meet with staff and learn about library operations and services, implement a board member evaluation process

What could the library do to address unmet community needs?
• **Outreach:** Increase outreach post-pandemic, get help from board members as advocates, increase diversity of patrons
• **Awareness:** Better promotion about services and offerings
• **Feedback:** Seek staff and patron feedback consistently and integrate information into decision-making
• **Funding:** Increase funding from grants and planned giving
• **Services and Programming:** Literacy programs, technology classes, homebound delivery, programming for young adults, loan hotspots and other technology

When you consider the library's future, how important are each of the following items?

Item	Weighted Average
Increasing community awareness and engagement	4.61
Updating / replacing technology	4.5
Staff or Trustee training	4.39
Weaving diversity, equity, and inclusion into our work	4.33
Increasing adult programs	4.22
Increasing digital offerings	4.17
Increasing teen programs	4.17
Increasing children's programs	4.17
Attracting more patrons	4.17
Fundraising	3.71
Offering more meeting space	2.94

Average Rating
Not Important at All (1) - Very Important (5)

FINDINGS:	• All items were rated on average as important to very important except fundraising and offering more meeting space. • Increasing community awareness, updating/replacing technology, training staff and trustees were the three top priorities. • Offering more meeting spaces and fundraising were the least important items. This could be the case because the library is in a strong fiscal position and has a brand-new building.

Any other comments you want to share related to the future of the library?
• Display books and historic exhibits in the Carnegie Room
• Beats for Books Fundraiser – outdoor party with music, dancing, silent & live auctions
• Board and staff need to plan for funding facilities maintenance
• Continue to be adaptive and innovative
• Increase opportunities for board to learn about operations of the library
• Make sure staff are being compensated, especially for any additional work that may come up.

OVERALL SURVEY FINDINGS:	• The staff and board are proud to work with ADL because of its commitment to and leadership in the community. ADL has talented, dedicated staff who are always developing creative programming to serve a diverse patron base. • Multiple staff members noted that investing in staff pay and training will increase staff satisfaction and decrease turnover. There is concern from a few staff members that new initiatives in the strategic plan will create burnout for staff if they are not compensated or trained enough. • Internal and external communications were discussed frequently in the survey. Staff and board members want the community to be more aware of programs and offerings. Internally, staff would feel more connected and motivated if they had more frequent opportunities to meet and talk with supervisors and other staff members, collaborate on projects, and provide input on policies and operations. • Library staff and board members could work more effectively if everyone followed consistent policies and there were evaluation methods in place.

Focus Group and Interview Summary

In November 2021, the library led a series of in-person and virtual focus groups. Community members not able to attend a focus group were offered a phone interview as an alternative. A total of 21 people attended hour-long sessions or phone interviews to talk about the future of the library.

Focus group participants see the library as social center and pillar of the community that holds historical and current information and where everyone is welcome, regardless of their socio-economic status. They emphasized the importance of access to free learning, technology and entertainment resources for everyone. The library encourages lifelong learning and offers many opportunities for families, especially home school families. One participant reflected on how the COVID-19 pandemic showed them how much their family relies on the library since they are such big readers. Summer reading and early literacy programs are essential to the community.

When asked what community needs the library could meet, participants had suggestions for all ages. They suggested more story times and early literacy programs to prepare kids for 3rd grade; updated resources for home school families; teen programming like book clubs, robots and video games; non-traditional library services like seed exchanges, tool sharing and museum passes; card games and/or discussion groups for seniors; and increased programming for adults in their 20s, 30s, and 40s. Patrons would like broader collections and better understanding about using ILL and MELCAT. Participants really enjoy that the library already offers a safe space for kids, a tech lab, and a space to meet and socialize. Mobile hotspots are a great resource, but ADL could do more to mitigate technology barriers by offering even more types of devices.

To increase lifelong learning in the community, the library should focus on literacy and reading, technology access, and adult programming. Participants suggested adult programming like civic conversations, author events, book clubs, and classes about parenting, technology, painting, crafts, sustainability, and history. Online learning opportunities (i.e. getsetup.io) will be increasingly critical for everyone, but especially homebound seniors, and this will require broad technology access. To support community reading, the library can host more book clubs for all ages, continue summer reading programs, implement a 1000 Books Program for adults, keep the collection updated, and host author talks and readings. One participant suggested the library take a community resource approach to librarianship. Many participants emphasized how people learn best in social environments, so they suggest creating as many opportunities as possible for people to engage with one another in the "learning" environment. Increasing outreach efforts can also support lifelong learning, ensuring that people have library cards and know what the library has to offer.

To reach more people in the community, the library could implement more robust communications strategies that include library tours, school visits, social media, quarterly flyers,

newsletters, and cross-promotional activities with community partners. Partnerships came up frequently as a way to meet new community members, especially families, and build deeper relationships. Participants suggested partnering with the school district, hospitals, churches, JayCees, Multi-Agency Coordinating Council, the Education Services Agency, and the District Family Coaches program. Participants would like to see a library presence at outdoor summer activities and festivals. Filling important programming gaps in the community by offering things like tutoring and family game nights could also attract new library patrons. Being exceptionally welcoming to teens could show them the library is a safe space to hang out. The library also could better leverage their Friends community.

When asked how the library could improve patron experience in-person or virtually, multiple participants said they wanted better signage (in building and for parking), cozier reading spots, coffee stations, and more welcoming staff when they enter the building. Better customer service, Sunday hours, online card renewal, and a larger and more diverse collection of books and e-books would make a big positive difference. Large print books, Vox books, updated homeschool resources, and books about Native Americans and immigrants were specifically requested. The library could also help people find the books they want by making ILL faster and easier. One participant requested that board minutes be posted. Others asked for more hands-on learning opportunities like music and crafting classes. Multiple parent participants were concerned about the "appropriateness" of certain children's and YA books. While rating systems are often seen as threats to intellectual freedom, the library may want to consider other ways to support families in finding the books they want. Participants are looking forward to spending time in the new building.

Given the opportunity to add final suggestions, participants mostly recommended various types of programming and technology services. Examples include:

- Technology tutoring
- One-on-one tech support
- Author talks
- Virtual early literacy programs and story times

- Intermediate and advanced classes (rather than always beginner classes)
- History talks/classes
- Writers workshops

Other suggestions included better customer service standards, more opportunities to volunteer besides Friends of the Board; patron book recommendations; and more inclusivity for people with sensory processing issues. Homeschoolers in the region rely on classics and literature, so the library can make sure they are easier to find. On top of these suggestions, participants applauded much of the library's work, especially during the COVID-19 pandemic. The library seems to very collaborative and innovative, and staff are overall willing to help and to be responsive to community needs. People enjoy the online catalog, Hoopla, MELCAT access, and

the fine free policy. One participant said the library's communication has greatly improved. Overall, there is a lot to celebrate about ADL.

Community Organizations Strategy Overview

Allegan Public School District is currently undergoing a strategic planning process to determine five priorities for the next 3-5 years. The front page of the district's website emphasizes Family, Community, and Excellence. On the About page for the district, the Superintendent notes the districts recent implementation of a multi-tiered intervention model (RTI) that ensures students receive the right educational support for their individual needs. With these school priorities, the ADL could work more closely with the school district to support individualized learning opportunities like one-on-one tutoring and to develop a sense of community between the school district and residents.

Ascension Borgess Allegan Hospital's community health goals for 2020-2022 focus on increasing access to mental health services, treating alcohol and drug use, decreasing obesity, and assisting patients with transportation services. ABAH has developed a new tele-behavioral health service which the library could help to promote to patrons. ABAH is also trying to better promote their transportation services so that everyone can have more equitable access to healthcare. Partnering with Ascension for health-focused programming and information materials about how to access appropriate healthcare and treatments for drugs, alcohol and obesity could benefit the Allegan District Library's most vulnerable communities.

Allegan Area Educational Service Agency says on their website that "developing collaborative partnerships now are more necessary than ever in this time of dwindling resources." The agency most directly aligns with ADL's goals to support literacy. In addition to early literacy programs, AAESA provides programs that help young people achieve success in higher education. Because the census data from the Allegan Public School District shows a low rate of bachelors and graduate education attainment, a partnership with AAESA for college prep resources could make a significant impact on the future of the community.

ADL is already listed as one of Community Action Allegan County's partners in their mission to "help individuals, families, and communities to overcome the effects of poverty and encourage self-reliance." CAAC's programs range from housing assistance to early education and more. ADL could leverage a partnership with CAAC in a variety of ways to help the community. ADL could attend CAAC events with a Bookmobile or Pop-Up library, and the library could also host food drop off/pick up events and share materials on CAAC's resources for people struggling with poverty.

The City of Allegan's 2020 Economic Development Plan wants increased entertainment opportunities to attract more visitors and investors to the area. As a cultural hub, the library can serve as a central venue for "edu-tainment" or educational entertainment activities for all ages. The ADL's strong financials and new building position it to be an attractive and vibrant resource for both residents and visitors. Increasing the library's presence at local festivals and cultural events will promote it as a partner in community entertainment as well as a fundamental resource to the community.

These community organizations represent a small portion of current and potential partners for the library. During the implementation phase of the library's strategic planning process, library staff should review partner relationships to determine which ones to deepen or others that need more investment. Looking for common goals, like community engagement around education and lifelong learning, will be key for a satisfying partnership experience for all those involved.

Resources Reviewed:
- Allegan Area Educational Service Agency: https://www.alleganaesa.org/cms/lib/MI01908021/Centricity/Domain/17/Annual%20Report%202019-20.pdf
- Allegan Public Schools https://alleganps.org/
- Ascension Borgess Allegan Hospital: https://healthcare.ascension.org/-/media/healthcare/compliance-documents/michigan/2019-ascension-borgess-allegan-hospital-chna-implementation-strategy.pdf
- City of Allegan: https://www.cityofallegan.org/City%20of%20Allegan%20Economic%20Development%20Plan%20.pdf
- Community Action Allegan: https://communityactionallegan.org/

Appendix: Community Data

US CENSUS DATA	US 2019	MI 2019	APS 2019
Population	328,239,523	9,965,265	17,544
Median Age	38.5	39.7	39.5
Median Household Income	$ 62,843	$57,144	$58,640
Homeownership	64.10%	71.20%	79.3%
Housing Value (Owner-occupied)	$ 217,500	$ 154,900	$137,600
Below Poverty Level	13.40%	14.4%	10.5%
Average Household Size	2.62	2.47	2.63
Average Family Size	3.23	3.07	3.04

<u>Age Distributions</u>

US CENSUS DATA	US 2019	MI 2019	APS 2019
Total population	328,239,523	9,965,265	17,544
Under 5 years	1940,4835	571,094	1,011
5 to 9 years	19690437	591,065	1,148
10 to 14 years	21423479	623,334	1,036
15 to 19 years	21353524	661,499	1,081
20 to 24 years	21468680	704,793	1,439
25 to 29 years	23233299	668,583	851
30 to 34 years	22345176	599,192	1,135
35 to 39 years	21728259	593,892	1,138
40 to 44 years	20186586	571,478	897
45 to 49 years	20398226	637,077	1,237
50 to 54 years	20464881	680,181	1,156
55 to 59 years	21484060	718,008	1,391
60 to 64 years	20984053	678,726	1,155
65 to 69 years	17427013	561,644	939
70 to 74 years	14148548	413,773	704
75 to 79 years	9759764	288,168	528
80 to 84 years	6380474	195,685	298
85 years and over	6358229	207,073	400

US CENSUS DATA	US 2019	MI 2019	APS 2019
Total population	328,239,523	9,965,265	17,544
Under 5 years	5.9%	5.7%	5.8%
5 to 9 years	6.0%	5.9%	6.5%
10 to 14 years	6.5%	6.3%	5.9%
15 to 19 years	6.5%	6.6%	6.2%
20 to 24 years	6.5%	7.1%	8.2%
25 to 29 years	7.1%	6.7%	4.9%
30 to 34 years	6.8%	6.0%	6.5%
35 to 39 years	6.6%	6.0%	6.5%
40 to 44 years	6.1%	5.7%	5.1%
45 to 49 years	6.2%	6.4%	7.1%
50 to 54 years	6.2%	6.8%	6.6%
55 to 59 years	6.5%	7.2%	7.9%
60 to 64 years	6.4%	6.8%	6.6%
65 to 69 years	5.3%	5.6%	5.4%
70 to 74 years	4.3%	4.2%	4.0%
75 to 79 years	3.0%	2.9%	3.0%
80 to 84 years	1.9%	2.0%	1.7%
85 years and over	1.9%	2.1%	2.3%

Diversity

US CENSUS	US 2020	MI 2020	APS 2020
Total Population	331,449,281	10,077,331	17,902
White alone	204,277,273	7,444,974	16,027
Black or African American alone	41,104,200	1,376,579	317
American Indian and Alaska Native alone	3,727,135	61,261	114
Asian alone	19,886,049	334,300	115
Native Hawaiian and Other Pacific Islander alone	689,966	3,051	7
Some Other Race alone	27,915,715	221,851	276
Two or More Races	33,848,943	635,315	1046

US CENSUS - Hispanic	US 2020	MI 2020	APS 2020
Total Population	331,449,281	10,077,331	17,902
Hispanic Population	62,080,044	564,422	770

US CENSUS	US 2020	MI 2020	APS 2020
Total Population	328,239,523	10,077,331	17,902
White alone	61.63%	73.88%	89.5%
Black or African American alone	12.40%	13.66%	1.8%
American Indian and Alaska Native alone	1.12%	0.61%	0.6%
Asian alone	6%	3.32%	0.6%
Native Hawaiian and Other Pacific Islander alone	.21%	0.03%	0.0%
Some Other Race alone	8.42%	2.20%	1.5%
Two or More Races	10.21%	6.30%	5.8%

US CENSUS - Hispanic	US 2020	MI 2020	APS 2020
Total Population	331,449,281	10,077,331	17902
Hispanic Population	18.7%	5.6%	4.3%

Marital Status

US CENSUS	US 2019	MI 2019	APS 2019
Total (Ages 15+)	263,845,370	8,179,772	14,349
Never Married	88,059,061	2,723,864	3,659
Married	126,823,545	3,926,291	7,992
Separated	5,045,412	98,157	201

Widowed	15,274,971	490,786	717
Divorced	28,642,381	940,674	1,779

US CENSUS	US 2019	MI 2019	APS 2019
Total (Ages 15+)	263,845,370	8,179,772	14,349
Never Married	33.4%	33.3%	25.5%
Married	48.1%	48%	55.7%
Separated	1.9%	1.2%	1.4%
Widowed	5.8%	6.0%	5.0%
Divorced	10.9%	11.5%	12.4%

Income

US CENSUS DATA	US 2019	MI 2019	APS 2019
Total Households	120,756,048	3,935,041	6,514
Less than $10,000	6.0%	6.6%	2.8%
$10,000 to $14,999	4.3%	4.4%	4.0%
$15,000 to $24,999	8.9%	9.6%	10.0%
$25,000 to $34,999	8.9%	9.8%	11.0%
$35,000 to $49,999	12.3%	13.5%	14.8%
$50,000 to $74,999	17.2%	18.3%	19.0%
$75,000 to $99,999	12.7%	12.7%	18.1%
$100,000 to $149,999	15.1%	14.2%	13.8%
$150,000 to $199,999	6.8%	5.6%	3.5%
$200,000 or more	7.7%	5.2%	2.9%
Median income (dollars)	$ 62,843	$57,144	$58,640
Mean income (dollars)	$ 88,607	$78,400	$70,432

US CENSUS DATA	US 2019	MI 2019	APS 2019
Total Households	120,756,048	3,935,041	3179
Less than $10,000	7,245,363	259,713	182
$10,000 to $14,999	5,192,510	173,142	261
$15,000 to $24,999	10,747,288	377,764	651
$25,000 to $34,999	10,747,288	385,634	717
$35,000 to $49,999	14,852,994	531,231	964

$50,000 to $74,999	20,770,040	720,113	1238
$75,000 to $99,999	15,336,018	499,750	1179
$100,000 to $149,999	18,234,163	558,776	899
$150,000 to $199,999	8,211,411	220,362	228
$200,000 or more	9,298,216	204,622	189
Median income (dollars)	$ 62,843	$ 57,144	$58,640
Mean income (dollars)	$ 88,607	$ 78,400	$70,432

Employment & Poverty

US CENSUS	US 2019	MI 2019	APS 2019
Civilian Labor Force (16+)	163,555,585	4,948824	8,478
Employed	154,842,185	4,654930	8,228
Unemployed	8,713,400	293,894	250
Armed Forces	1,073,907	4,179	3
Not in Labor Force	95,033,388	3,096,766	5,713
BELOW POVERTY LEVEL			
US CENSUS	**US 2019**	**MI 2019**	**APS 2019**
All People	42,510,843	1,398,527	1,801
Under 18 years	13,377,778	425,886	515
18 to 64 years	24,545,633	836,544	1,012
65+ Years	4,587,432	136,097	274

US CENSUS	US 2019	MI 2019	APS 2019
Civilian Labor Force (16+)	63.0%	61.5%	59.7%
Employed	59.6%	57.8%	58.0%
Unemployed	3.4%	3.7%	1.8%
Armed Forces	0.4%	0.1%	0.0%

Not in Labor Force	36.6%	38.5%	40.2%
BELOW POVERTY LEVEL			
US CENSUS	**US 2019**	**MI 2019**	**APS 2019**
All People	13.40%	14.4%	10.5%
Under 18 years	18.50%	19.9%	13.8%
18 to 64 years	12.60%	14.0%	9.5%
65+ Years	9.30%	8.4%	10.0%

Housing

US CENSUS	**US 2019**	**MI 2019**	**APS 2019**
Homeownership Rate	64.00%	71.20%	79.3%
US CENSUS	**US 2020**	**MI 2020**	**APS 2020**
Housing Units	140,498,736	4,570,173	7,846
US CENSUS	**US 2019**	**MI 2019**	**APS 2019**
Total Households	120,756,048	3,935,041	6,514
Married Couple family	58,198,771	1,853,456	3,732
Non-family household	41,642,017	141,7600	1,857
Male Householder	5,898,296	188,903	330
Female Householder	15,016,964	475,082	595
Householder Living Alone	33,649,597	1,164,019	1387
65+ Householder Living Alone	13,259,766	467,411	567

US CENSUS	US 2019	MI 2019	APS 2019
Homeownership Rate	64.00%	71.20%	79.3%

US CENSUS	US 2020	MI 2020	APS 2020
Housing Units	140,498,736	4,570,173	7,846

US CENSUS	US 2019	MI 2019	APS 2019
Total Households	120,756,048	3,935,041	6,514
Married Couple family	48.2%	47.1%	57.3%
Non-Family Household	34.5%	36.0%	28.5%
Male Householder	4.9%	4.8%	5.1%
Female Householder	12.4%	12.0%	9.1%
Householder Living Alone	27.9%	29.6%	21.3%
65+ Householder Living Alone	11%	11.9%	8.7%

Education

US CENSUS	US 2019	MI 2019	APS 2019
Population 25 years and older	220,622,076	6,813,480	11,829
Less that 9th Grade	11,284,290	194,755	282
9th-12th Grade, no diploma	15,187,971	431,435	683
HS or Equivalent	59,472,748	1,967,316	5,119
Some College	45,044,698	1,591,358	2,696
Associates Degree	18,712,207	643,446	1,173
Bachelors Degree	43,646,104	1,207,829	1,152
Graduate or Professional Degree	27,274,058	777,341	724

US CENSUS	US 2019	MI 2019	APS 2019
Population 25 years and older	220,622,076	6,813,480	11,829
Less that 9th Grade	5.1%	2.9%	2.4%
9th-12th Grade, no diploma	6.9%	6.3%	5.8%
HS or Equivalent	27.0%	28.9%	43.3%
Some College	20.4%	23.4%	22.8%
Associates Degree	8.5%	9.4%	9.9%
Bachelors Degree	19.8%	17.7%	9.7%
Graduate or Professional Degree	12.4%	11.4%	6.1%

Language

US CENSUS	US 2019	MI 2019	APS 2019
Population 5 years and over	304,930,125	9,394,171	16533
English Only	238,982,352	8,480,376	15942
Spanish	40,709,597	280,327	289
Other Indo-European languages	11,136,849	269,746	199
Asian/Pacific Islander languages	10,727,303	162,581	93
Other languages	3,374,024	201,141	10
Speaks English less than "very well"	25,615,365	321,655	139

US CENSUS	US 2019	MI 2019	APS 2019
Population 5 years and over	304930125	9,394,171	16533
English Only	78.4%	90.3%	96.4%
Spanish	13.4%	3.0%	1.7%
Other Indo-European languages	3.7%	2.9%	1.2%
Asian/Pacific Islander languages	3.5%	1.7%	0.6%

Other languages	1.1%	2.1%	0.1%
Speaks English less than "very well"	8.4%	3.4%	.8%

Disabilities

US CENSUS	US 2019	MI 2019	APS 2019
Total Civilian Noninstitutionalized Population with a Disability	40,335,099	1,401,370	1,908
Ambulatory Difficulty	20,751,212	714593	951
Cognitive Difficulty	15,255,847	555207	614
Hearing Difficulty	11,396,410	384915	558
Independent Living Difficulty	14,266,400	507232	660
Self-Care Difficulty	7,940,844	275551	345
Vision Difficulty	7,470,094	221379	287

US CENSUS	US 2019	MI 2019	APS 2019
Total Civilian Noninstitutionalized Population with a Disability	40,335,099	1,401,370	648
Ambulatory Difficulty	6.9%	7.7%	5.5%
Cognitive Difficulty	5.1%	6.0%	3.6%
Hearing Difficulty	3.6%	3.9%	3.2%
Independent Living Difficulty	5.8%	6.6%	3.8%
Self-Care Difficulty	2.6%	3.0%	2.0%
Vision Difficulty	2.3%	2.2%	1.7%