

**Big Rapids Community Library
Staff Session
June 26, 2008**

The consultants met with the library staff (with the exception of library director Gaylynn Rorabaugh) to gather information regarding the community, the library, and library users.

Marianne posed some questions to the staff:

Tell us about the Big Rapids community and the Library

There is a reluctance to change
Like it the way it is
Many in the community feel there is a library at Ferris State University
Many of our patrons are older and not in favor of change
They are satisfied with our services
They don't see the inconveniences the staff face
They don't know about the lack of room for processing
Many would keep it where it is; but improve parking
Parents don't bring the kids in winter – because of street, snow, ice – it is dangerous with
 Ferris student traffic

Why has it not worked to get a new library before?

Other things are more important
Other projects included a new high school, public safety building, city hall, waste
 treatment, the river walk
Some people are very attached to this building
Some are attached to the site
Don't want to move Anna
Vocal group that wants the Library in the city; Township people may not want it in the
 city
City vs. township issues
Leadership of city has not fully collected funding – they are not enforcing the contracts

What do people like about the Library?

Like CDs and books on tape
Many patrons ask us what we want to see in a new library
The community needs to tell us what they want
Many Big Rapids people don't know what is available
Self check-out mentioned – but no space for it
Drive thru discussed – but where?

Library's DVD collection is different than a video store
Like story hours
Like computers – but there are not enough of them
Like children's computers in the children's room
 Would like to increase the children's space
 Would like an area for parents to read to their children
FLITE has a small fiction collection and children's library
 FLITE recognizes Michicard
 FLITE has a different approach to customer service
 Most of patrons would not go to FLITE
Some people come in and don't see the busy library – they com in late, close to 8 pm

What don't people like about the Library?

Lack of space in general
Children's area is small
No room for strollers in the children's room
Would be nice to have a quiet room if a baby is crying
Noisy
Would like us to have more for check-out
Very little casual seating
Concern about the 2nd floor safety
Need staff on 2nd floor to help patrons and monitor the floor
Can't see the lobby from the circulation desk
Bathrooms in basement is a big issue
Lack of computers
Parking – lack of – is a big issue
Difficult for handicapped patrons