

LEARNING REPORT

Peter White Public Library September 2022

Submitted by

Fast Forward Libraries LLC

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Executive Summary

The Peter White Public Library launched a strategic planning process in April 2022. As part of the process, the library devoted a significant amount of time listening to community needs and interests to inform and guide the process. This report represents a summary of the data gathered directly and indirectly using various tools and methods from the community and the library's Board of Directors and staff during this phase of the process. Sections in the report include:

- An <u>introduction</u> and context with library usage statistics and trends and community demographics,
- A summary of an <u>environmental scan exercise and SOAR analysis</u> (strengths, opportunities, aspirations, and results) that Board and staff members participated in,
- Summaries of a community survey and Board/TAC and staff survey,
- Highlights from focus groups,
- A review of other community organization strategic plans, and
- An appendix with more complete <u>community demographic data</u>.

Library Statistics

Due to the beginning of the COVID-19 pandemic, regular checkouts dipped by almost 40% in FY19/20. FY20/21 saw a healthy rebound as pandemic mandates waned, but the number did not surpass pre-pandemic levels. After a steady increase in Patron Initiated ILL borrowing from FY16/17 to FY18/19, numbers dipped during FY19/20, and then shot to a five-year high in FY20/21. Unlike ILL, MelCat borrowing stayed steady and MelCat lending jumped up in FY19/20. Average Registered Borrowers trended downward in FY19/20 and FY20/21. In FY20/21, there were about 9% fewer borrowers than in FY18/19. FY20/21 saw five-year lows for total library attendance and program attendance. FY20/21 total attendance was about 68% lower than the five-year high in FY16/17. FY20/21 program attendance was about 48% lower than the five-year high in FY16/17. Directional and reference questions had been decreasing before the pandemic, with the most significant drop between FY17/18 and FY18/19. Numbers dropped further in FY19/20, and rebounded slightly in FY20/21.

Community Demographics

Overall, the population of the region is getting older, with median age increasing above the national level in all townships from 2010 to 2020. Marquette Township, Sands, and West Branch saw increases in the percentage of their populations living alone, including householders over 65 living alone. Between 2010 and 2020, median household income rose in all areas the library serves except Sands Township. All areas increased their percentage of the population identifying as Two or More Races. In Sands Township, the percentage of the population identifying as Hispanic increased. Between 2010 and 2020, the percentage of the population that is married decreased significantly in Chocolay, the City of Marquette, and Sands, while increasing in Marquette Township and West Branch.

Between 2010 and 2020, both Marquette Township and Sands experienced significant declines in their employed populations due to residents no longer being in the labor force rather than unemployed. Poverty effects many in the library's service area, especially in the City of Marquette, Sands, and West Branch. The percentage of the population earning degrees increased between 2010 and 2020. In all areas in the region, the percentage of the population that speaks English only remained above 90% and is significantly higher than the national level.

Environmental Scan/SOAR Analysis

In June 2022, staff and Board members identified numerous political, economic, social, technology, legal, and library sector issues that could potentially impact the future of Peter White Public Library. The Library Sector boasts exciting new trends in eliminating fines, increasing programming, and balancing digital and physical materials. Social division, high costs of goods and services, pandemic-related challenges, rapid technological change, and first amendment rights are only a fraction of the issues shaping the context in which the library is choosing its new strategic directions and goals.

Peter White Public Library aspires to be a welcoming space that is fiscally healthy. The library wants to see public trust in the library, staff retention, and a well-informed community. Peter White Public Library's current strengths include its facilities, volunteer and donor base, and customer service, among others. Some opportunities for the library include marketing and promotions, partnerships, staff training, and more.

Community Survey

A total of 245 individuals completed a community survey. Almost 96% of respondents indicated they were satisfied or very satisfied with the library. Unsurprisingly, a similar percentage of respondents said they felt welcome at the library. Participants highly value the library's collections, staff, youth services, programming, and aesthetic and atmosphere. Lack of free time, fines, inaccessible materials, and limited collections are barriers to respondents using the library. Respondents want the library to focus resources on print materials and children and teen programming over the next few years. Participants expressed the most interest in new services like a local history room and/or collection, a children's winter reading program, and a way for participants to convert older technology to current mediums. Participants are concerned about affordable housing, food insecurity, environmental issues, and childcare shortages in the community and have provided several ways the library could help address these issues.

Focus Group Summary

During the week of June 13. 2022, Peter White Public Library held community focus groups with 25 participants. Discussions centered around aspirations participants had for the library and community and how to achieve those aspirations with support from the library. Participants' aspirations included uniting the community; creating a vibrant and welcoming community; and

supporting families. Lack of affordable housing and high cost of living were the most emphasized challenges to reaching the community's aspirations. Despite these challenges and obstacles, participants see a variety of ways the community can change to reach its aspirations. The community would benefit from more childcare options, cultural activities like "concerts in the park," coordinated community events, and public-private partnerships. The library can empower the community to enact change through technology access, technology support, career and job search assistance, makerspaces, and self-directed learning opportunities. Focus group participants most value the library's welcoming and inclusive space; excellent staff; local history collection; teen room and council; and accessible materials, books and beyond. To reach more people in the community, participants think the library can diversify marketing avenues; leverage Board, staff, and patron networks; and create fun and impact ways for people to engage with the library.

Board and Staff Survey

Seven board members and 26 staff members participated in a survey. Respondents love helping their community and working with supportive colleagues. They are proud of the library's customer service, public engagement, programming, and policy development. Staff wages, fundraising, and staff retention were the three most important things they believe the library should focus on for the library's future. In addition to these priorities, they would also like to see things like increased community engagement, enhanced internal and external communications, staff cross-training, and more diverse patrons. Respondents said meeting spaces, career support, youth mental health support, technology training, and mobile library services were some of the most pressing community needs. Ways to better support staff were reiterated many times and included things like health benefits, increased wages, diversity training, equitable treatment, and more.

Review of Community Organization Strategic Plans
Organizations in Peter White Public Library's service are
provided ample opportunities for partnerships which
would allow the library to contribute its spaces,
expertise, and position within the community to serve
the information needs and strengthen the community
health of Marquette and the surrounding townships.
Strengthening the relationship between the library and
Marquette Area Public Schools would help the library
stay informed of the needs of younger readers and the



support they could provide to teachers. The library can also support regional public health goals by distributing health information to seniors and educating teens about the harms of vaping. The library can also partner with the City of Marquette on arts and culture initiatives as a path for economic development.

Introduction

The Peter White Public Library was founded in 1871 and is the largest public library in the fifteen counties of Michigan's Upper Peninsula, serving around 37,000 people. In addition to their regular holdings, they house special collections in children's literature: the Mary Ann Paulin Children's Book Collection and Jessie Gay Van Cleve Collection of Vintage Children's Literature. Theses collections are shelved in a 10-person conference room. Additionally, the library offers three group study rooms,



a Memory Lab for the digitization of personal materials, a recording booth, and a seed library. Their grounds have two volunteer-maintained gardens. Services offered by the library include two book clubs (Tasty Reads and Global Geeks); hosting community conversations; proctoring, passport, and notary public services; and sponsoring the Great Lakes Poetry Festival.

On the whole, the population of the region is getting older, with median age increasing above the national level in all townships. Skandia and West Branch both experienced a 10-year increase in median age between 2010 and 2020. Only the City of Marquette median age decreased during that time and is lower than the national and state levels. Sands Township saw a dramatic rise in the percentage of its population in all age brackets above 70 years old, while Skandia saw a large increase in its population of 70 to 74-year-old citizens. Marquette Township, Sands, and West Branch also saw increases in the percentage of their populations living alone, including householders over 65 living alone.

Between 2010 and 2020, median household income rose in all areas the library serves except Sands Township, which was already on par with the national average. Chocolay, Marquette Township, and Sands are all above the state average, but only Chocolay and Sands are also above the national average.

In Marquette and all townships, the percentage of the population identifying as White alone remained substantially higher than the national and state averages. Chocolay and Marquette Townships saw some decrease in their White Alone population. All areas increased their percentage of the population identifying as Two or More Races. In Sands Township, the percentage of the population identifying as Hispanic increased, but it is still under the national and state levels.

Between 2010 and 2020, the percentage of the population that is married decreased significantly in Chocolay, the City of Marquette, and Sands, while increasing in Marquette Township and West Branch. The percentage of the population that is divorced or separated more than doubled in Sands Township, while decreasing in West Branch. The percentage of the widowed population decreased significantly in Chocolay and Marquette Townships, while dramatically increasing in Sands Township. The percentage of households with a married

couple family decreased in Chocolay, City of Marquette, Sands, and Skandia, though in all areas other than the City of Marquette, these percentages are above state and national levels.

Between 2010 and 2020, both Marquette Township and Sands experienced significant declines in their employed populations. However, this corresponded with similar increases in their population no longer in the labor force rather than significant increases in unemployment. West Branch Township saw a significant increase in employment and decrease in unemployment.

Poverty effects many in the library's service area, especially in the City of Marquette, Sands, and West Branch. The percentage of people below the poverty line in the City of Marquette is over twice the national level. Between 2012 and 2020, the percentage in West Branch has decreased significantly from 31.2% to 20.4% but is still much higher than the state and national averages. For both the City of Marquette and West Branch, the percentages are above average for the population under 18 years as well as 18 to 64 years, with 44.4% of the under 18 population of West Branch living below the poverty level. The City of Marquette, Marquette Township, and West Branch all decreased their percentages of the population over 65 under the poverty level, but this population increased in Sands Township.

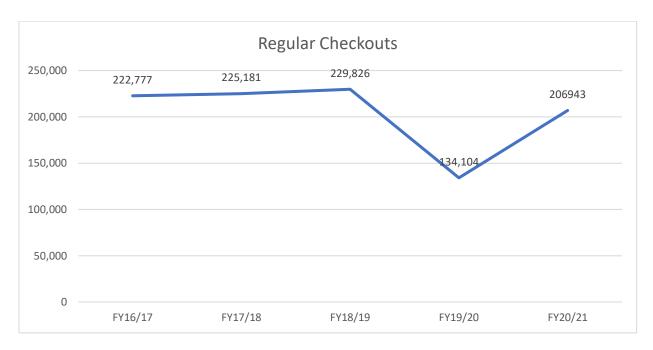
The percentage of the population earning degrees increased between 2010 and 2020. In Marquette Township, the percentage of the population with Some college or an Associate's degree increased significantly, while Chocolay, the City of Marquette, Skandia, and West Branch experience increases in the percentages of the population with a Bachelor's degree. The percentage with less than a high school graduate degree decreased in all locations and is under both national and state levels.

In all areas in the region, the percentage of the population that speaks English only remained above 90%, and is significantly higher than the national level. Only in Marquette Township did the percentage of the population responding that they speak English less than "very well" increase to above the state average.¹

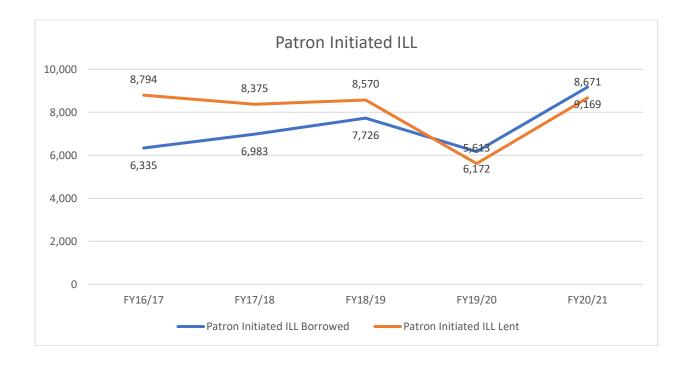
Peter White Public Library Learning Report – September 2022

¹ Please see complete demographic profile in the Appendix.

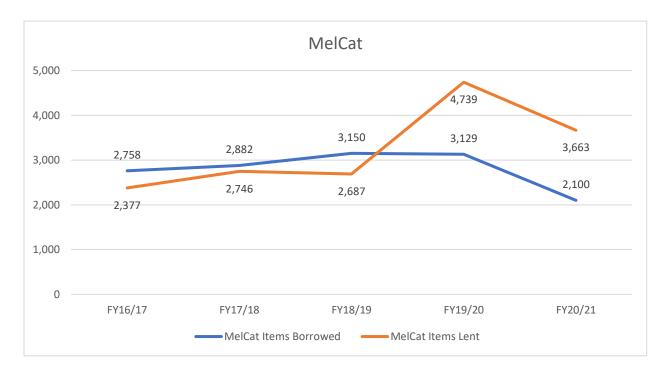
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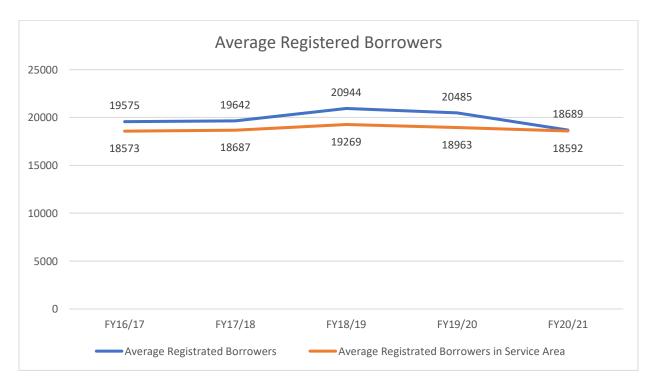
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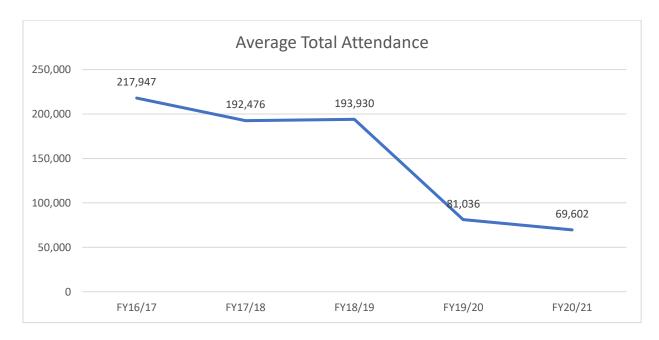
Unlike ILL, MelCat borrowing stayed steady and MelCat lending jumped up in FY19/20.

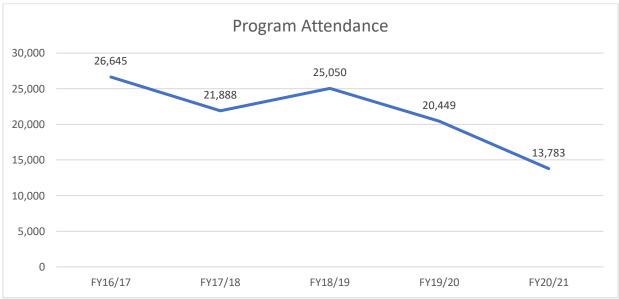


Average Registered Borrowers trended downward in FY19/20 and FY20/21. In FY20/21, there were about 9% fewer borrowers than in FY18/19.

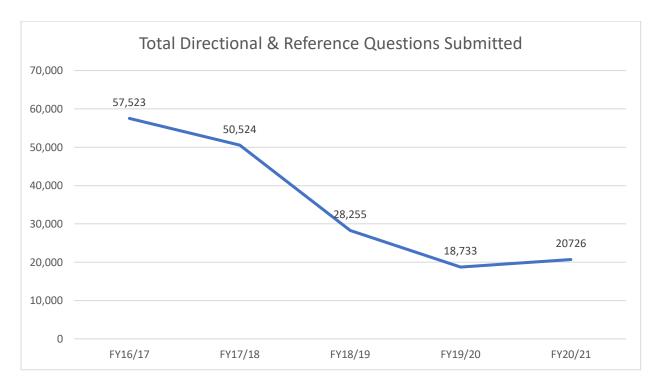


FY20/21 saw five year lows for total library attendance and program attendance. FY20/21 total attendance was about 68% lower than the five-year high in FY16/17. FY20/21 program attendance was about 48% lower than the five-year high in FY16/17.





Directional and reference questions had been decreasing before the pandemic, with the most significant drop between FY17/18 and FY18/19. Numbers dropped further in FY19/20, and rebounded slightly in FY20/21.



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 through Board and staff sessions held in June 2022.

Political	Economic	Social
 Divisions in political views 	Rising gas prices	Social media
 Lack of collaboration and civility 	Lack of affordable housing	Increased awareness of social
 Distrust in media and 	Inflation	justice movements
government institutions	Threat of recession	Adjustments to pandemic
 Misinformation 	Economic disparity	norms at different rates
 Free speech 	Climate change	Mental health
 Censorship (book bans) 		Library's role in creating
Rising city taxes		community
 Special-interest groups 		Changing spending habits
		Community desire for recreational and cultural
		programsHomelessness
		Lack of socialization during
		pandemic
		Accessibility of virtual
		programing
		Expectation of immediate
		response
<u>Technological</u>	<u>Legal</u>	<u>Library Sector</u>
 Spread of misinformation and 	Privacy from government and	Well-developed collection
division	technology	Fine free
Less in-person interaction	Tax tribunals	Cannabis tax revenue to go to
Digital divide	Township and city millages	libraries
Increasing rate of technological	Copyright for digital items	• Staffing
change	State-level advocating from	Book challenges
No breaks or boundaries Demote and bubyid teaching	MLA	• Finances
 Remote and hybrid teaching and work 	Book challenges Unique relationship to	Millage renewals
 Virtual programing helped 	 Unique relationship to township advising 	Balance between eResources and streaming with physical
reach wider audience	Free speech	collections
Social connection	Hate speech and harassment	Staff not equipped for tax,
 Lack of accessibility depending 	Townships not voting to	social work, and job search
on age	extend library access	tasks
 Instruction for patrons on new 		Increases in programming
technology		Meeting space
 Increased anxiety 		
 Too many modes of 		
communication		
 Fear of print going away 		

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 through Board and staff sessions held in June 2022 and are summarized below.

Strengths

- Telescopes
- Magazines
- Sound booth
- Children's room
- Creative programing
- Programs accessible remotely, streaming (YouTube)
- ILL, MELCat
- Helpful and Welcoming reference staff
- Local history section
- Activities, spaces, and materials for all ages
- Good relationships with the community and townships
- Beautiful facility and view
- Proactive leadership (i.e., Andrea brings things to the Board, helps the Board be consistent)
- Exhibits, art space, partnership with art council
- Communicative and effective Board
- Strong Township Advisory Council
- Friends group relations
- Relationship development between Director and the townships
- Collection one of the largest in the UP
- Strong public support donors, advocates, volunteers
- Credibility and government service
- Force for unity in community
- A lot of meeting rooms
- Computer and WiFi access

Opportunities

- Increasing awareness of MELCat, local history collection
- Developing unified community calendar
- Continually updating policies
- Communicating with the community
- Advocating with stakeholders to grow diverse funding options
- Enhancing adult technology education
- Partnering with schools
- Having Center for Lifelong Learning meetings at the library
- Increasing public History Center offerings
- Partnering with University library
- Cross-training staff
- Hosting continuing education opportunities
- Relationship building with Township Board
- Advocating for public support
- Healing from the pandemic and from social division
- Reach out more to townships
- Increasing accessibility, online resources and programs
- Increasing homeschooling, day programming for various ages
- Promoting databases, especially to teachers and university
- Promoting digital materials
- Adding clearer wayfinding
- Becoming fine free
- Hosting a community resource fair
- Being clear about limitations
- Building partnerships with NMU volunteers/tech help
- Partnering with social work intern from the university
- Utilizing new staff

Aspirations

- Connect with the community
- Connect people with education, entertainment, and arts programs
- Become a community gathering place
- Increase library usage
- Have a happy staff
- Be well-resourced
- Be a beautiful library with strong budget
- Help patrons feel respected and safe
- Promote a love of reading
- Help patrons feel ownership about the library
- Respond to the community
- Be a trustworthy source of information
- Encourage patrons recommend the library to others
- Update perception of the library and its holdings

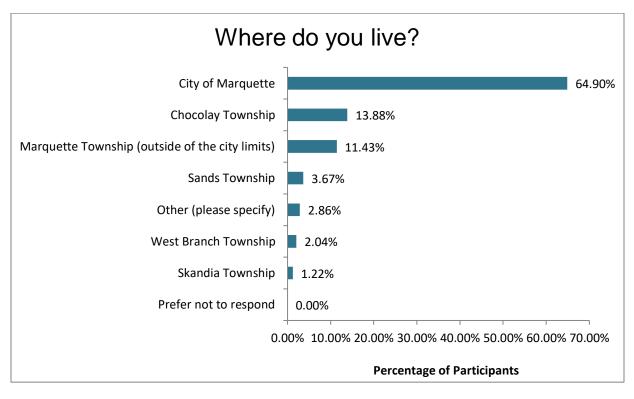
Results

- Patrons like and value the library
- Community trust
- Patron needs met
- Patrons in tune with community and world events
- More donors and stronger budget
- Strong voter support
- Sense of ownership of the library by the community
- Good word of mouth promotion
- Good customer service
- Staff retention
- Community engagement and connection
- Perception of the library as community cornerstone
- Expanded view of what is available at the library
- Welcoming space for everyone
- Informed citizenry
- Lifetime usage that starts with kids

Community Survey Summary

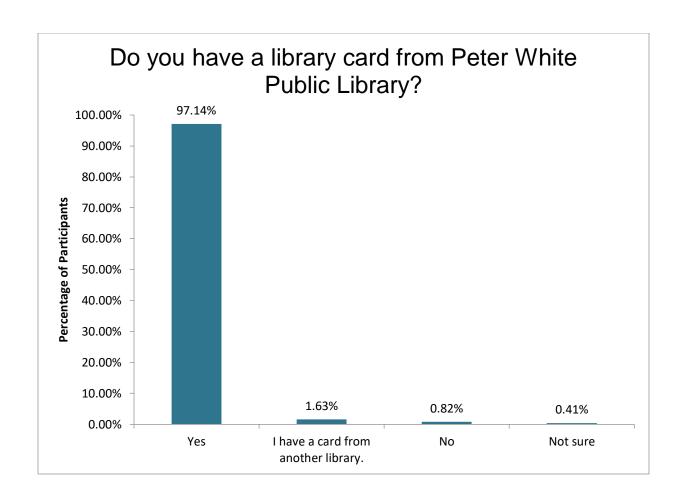
As part of their strategic planning process, Peter White Public Library conducted a community survey to learn more about their users: what they value about Peter White Public Library and the hopes they have for the future regarding the library. In total, 245 community members completed the survey.

The summary that follows contains both quantitative and qualitative data obtained from participants. Please note that, in some cases, the same or similar feedback was provided by several individuals. In other cases, feedback was less commonly provided but still thoughtfully offered; inclusion of such comments serves to highlight (without overemphasizing) voices in the minority to ensure such feedback is not overlooked. In all cases, the information is representative of ideas offered by community survey participants.



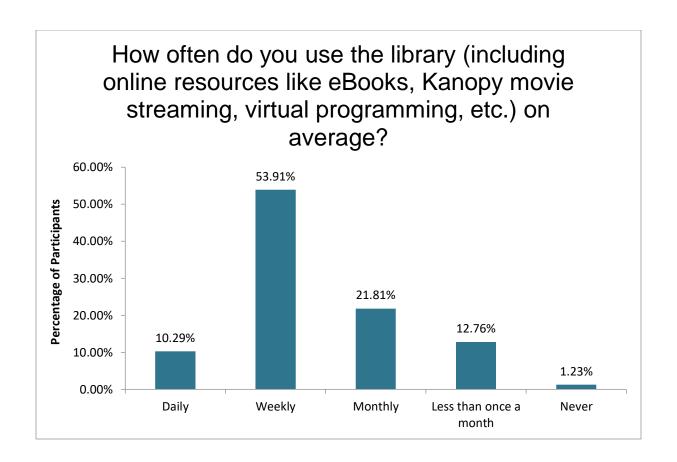
FINDINGS

- Overall, 64.90% of participants live in the City of Marquette, with 13.88% residing in Chocolay Township, and 11.43% in Marquette Township. In total, residents from these locations make 90.21% of survey participants.
- Sands Township residents account for 3.67% of participants, while 2.86% of participants marked "other." The locations listed by participants who marked "other" include Hancock, Ishpeming, Spurr Township, Forsyth, Mathias Township, and Illinois.





- Overall, 97.14% of participants have a library card from Peter White Public Library.
- The 1.63% of participants who have a card from another library indicated they are cardholders with Ishpeming, Forsyth, Cary, and NMU.
- Only 2 participants (0.82%) indicated they do not have a library card. Of those participants, one person's expired during COVID; the other indicated they work at a library and so have a card from that library.



FINDINGS:

- The largest percentage of participants (53.91%) indicated they visit the library weekly, which was followed by participants who visit monthly (21.81%), and those who visit less than once a month (12.76%).
- A smaller percentage of participants visit daily (10.29%), and an even smaller percentage do not visit the library at all (1.23%).
- In total, 86.01% of participants' visits fall between "daily" and "monthly."

If you don't use PWPL services often, what would motivate you to use PWPL more?

(Please note: Of 245 survey participants, 64 answered this question; the other 181 participants chose to skip this question.)

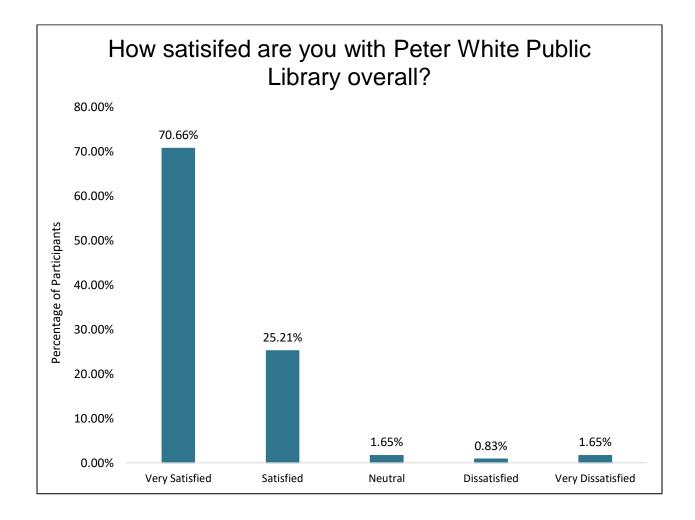
- Some participants would visit more frequently if they had more free time. Specific comments included:
 - o "It's mostly a matter of personal habits and how busy I am. I always enjoy going to PWPL and I think the library is doing a great job."
 - o "I love the library, I just have a pretty busy schedule during the school year (teacher). I love taking in the art and music when I'm able."
 - o "If I was a better time manager, I'd be there more. I'm sure you have books about that I could check out..."
- Many participants would visit more frequently if **collections were expanded**. Specifically, participants expressed the following comments:
 - "New adult fiction books sooner."
 - o "More current nonfiction books."
 - o "Newer books (fiction & nonfiction) in the adult section."
 - "Better selection of new books, particularly less 'pop' books, and more books written for people with higher education and vocabulary."
 - "A more robust ebook collection would be great. I can rarely find any of the books I want in the Libby collection...it is very very poor."
- Some participants suggested **expanded programming**. Suggestions included:
 - "More activities for k-1 age group."
 - "[I w]ould love to see more events targeted towards young adults, concerts are great. Would love to see more local films."
 - o "Adult book socials (55+)."
 - "Computer lessons [and h]elp downloading Kindle books."
 - o "A Maker Space."
- Participants also suggested that the library open on Sundays. In particular, one
 participant commented, "I wish the library was open on Sundays, but also
 understand reasons why it would be closed (staffing, usage, etc.)."
- A few participants requested **safety improvements**. Specifically, participants expressed:
 - "[S]afety (often homeless people and others hanging around/in library)."
 - "If the library did more to promote masking to protect our community's vulnerable populations, particularly the elderly and young children (which seem to make up a substantial part of the library's most frequent patrons) my family would be able to participate in more library programming."
 - "Mandatory masking and/or curbside delivery."

Does anything get in the way of you using PWPL?

(Please note: Of 245 survey participants, 118 answered this question; the other 127 participants chose to skip this question.)

- Many participants indicated they have limited free time. Specific comments included:
 - "If only I could find a way to fit more hours in the day, or maybe sleep less."
 - "Work/homework time requirements."
 - "Working, busyness."
 - "We are required to trade hours of labor for money instead of reading all day."
 - "Just my busy schedule."
- Several participants indicated that the reduced hours of the library are problematic, with added Sunday hours being the most common request.
- Several participants indicated they have trouble accessing materials they want. Specifically, participants stated:
 - "When there is a long wait list for a book."
 - o "The books I want to listen to are not available on Libby."
 - Some books aren't available, even through [meLCat]."
 - "Wish there were more ebook titles available."
 - "I do wish there was an app that I could look at checkouts & rentals on! I remember there used to be but then it stopped working."
 - "I notice your cataloging services often places sci-fi into the general fiction category. This makes it harder to find the books I like."
- A few participants indicated that **fines** get in the way of using PWPL. Comments included:
 - "We sometimes have overdue items and so sometimes I avoid taking items out because I worry that we won't return them in a timely manner."
 - o "Fines on late materials when we're not finished with them."
 - "My attitude about being charged for a book that I returned via the book drop."
- A few participants mentioned COVID-19 and safety concerns. Specifically, participants stated:
 - "We are unable to use the library when programming is primarily indoors, unmasked, and during periods of high covid transmission in our community."
 - "The [p]andemic and those individuals who do not wear masks."

- "I'm increasingly uncomfortable with the amount of homeless people.
 Please understand, I'm not judging, but I was attacked with attempted murder by a homeless person years ago only 15 miles from here."
- "[E]specially safety."
- Many participants who responded to this question indicated that there was **nothing** getting in the way of them using Peter White Public Library.



FINDINGS:

- A vast majority of survey participants (95.87%) are either "very satisfied" (70.66%) or "satisfied" (25.21%) with Peter White Public Library.
- Overall, 6 of survey participants (2.48%) are "dissatisfied" or "very dissatisfied."

What do you like most about the library? (Please note: Of 245 survey participants, 218 answered this question; the other 27 participants chose to skip this question.)

- Participants often praised collections offered by Peter White Public Library. In particular, participants expressed appreciation for books and online resources. Comments included:
 - "The BOOK collection. Even though I realize that you have weeded the collection, I appreciate that it is still a robust collection of both older and new books for all levels-children through adults."

"Wide range of graphic novels."

- "[I]n the past two years I've been most grateful for access to so much material."
- "Love it all but especially appreciate the nonfiction section."
- o "The diversity of books and the simplicity of searching for them."
- Participants also praised staff, who welcome and support visitors. Specifically, participants shared:
 - o "The helpful staff."
 - o "Knowledgeable, friendly people working there."
 - o "The Friendly [s]taff [and their] Attitudes...smiles and always there to help us [w]hen needed."
 - "Staff is very helpful[.] For example, the staff helped me with applying for my passport renewal and will not just pass off requests."
 - "Staff are SUPER."
 - "Very efficient and great staff."
- Participants delighted in the **youth services** provided at Peter White Public Library. Among many comments, participant expressed:
 - "[T]he programming for kids and everything that is available for kids to do in the library--seriously, everything that is there is so amazing and it also changes so often. My kids LOVE to go there!"

o "The children's library."

"Great kids dept. and lots of kids activities."

"The welcoming atmosphere and the assistance I can get from the staff. Most my time is spent in the Children's Area. That space and those librarians are incredible assets to our community. The energy they put into making the space welcoming for all children and the varied learning opportunities offered are so appreciated. We homeschool and the childrens [sic] area is a solid anchor in our daily rhythm. I also love the ownership and connection my kids feel there. The librarians know us by name, they know my kids' interests, they ask for our input and feedback. I am grateful everyday [sic] to have our library!"

"Everything Youth Services puts on!"

"Access to books

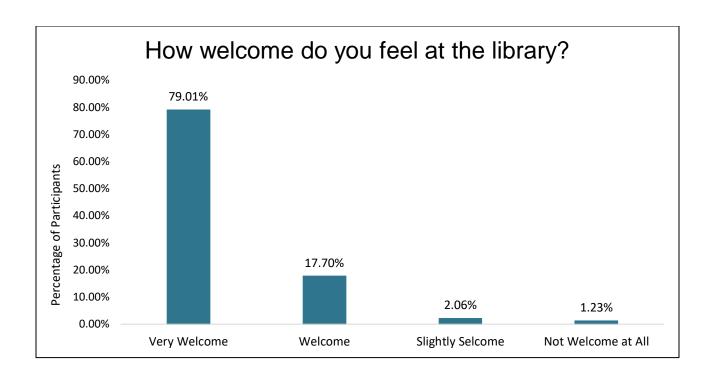
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What do you like most about the library? (Continued) (Please note: Of 245 survey participants, 218 answered this question; the other 27 participants chose to skip this question.)

- Participants celebrated the programming offered by Peter White Public Library.
 While some participants praised children's programming, others praised the family-friendly, teen, and adult programming. In particular, one participant said that Peter White Public Library "is the heart of the community and serves all ages with a variety of materials and services."
- Participants enjoy the aesthetic and atmosphere of Peter White Public Library.
 Comments included:
 - "The building is a gem...The Friends bookstore."
 - Tough question. Everything is done so well. The general atmosphere is warm and professional. I always feel good when I step through the door. I love the Queen City Seed Bank."
 - o "Comfortable space."
 - o "The view from the second floor tables near the window."
 - o "The building is enjoyable to explore."
 - o "Art exhibits, meeting spaces."
- Many participants' comments included multiple aspects of Peter White Public Library as being most liked. Specifically, participants stated:
 - "Books. Books. Programming. Children's Area. Events in auditorium. Proximity to AAC. Periodical reading room. Sunlit tables on second floor. Love our library[!]"
- "I love everything!"
- Love the multitude of offerings: Kanapy [sic], various events, Libby, conference rooms, rooms available for public use, exhibits, staff, BOOKS...children's section, use of the library steps...Cannot pin down one thing that I like the most."
- "See[ing] the art, com[ing] to events, us[ing] the computers, check[ing] out books."
- "What's not to like?! We always have books checked out. Read every day. That's our main use. But we just love the library itself. It's wonderful to go in, browse around, find a new author.... Love looking through the Friends' bookstore. OH - And the art galleries! We always check to see what's new on the walls when we visit."
- o "I love the many public services PWPL provides as well as the space for art and community presentations/gatherings. Most of all, I appreciate the unfettered access to information, imagination, and quiet space."
- "PWPL builds community through lending books, promoting the arts, seed exchanges, movie shows. I like the learning and community building the best."



FINDINGS:

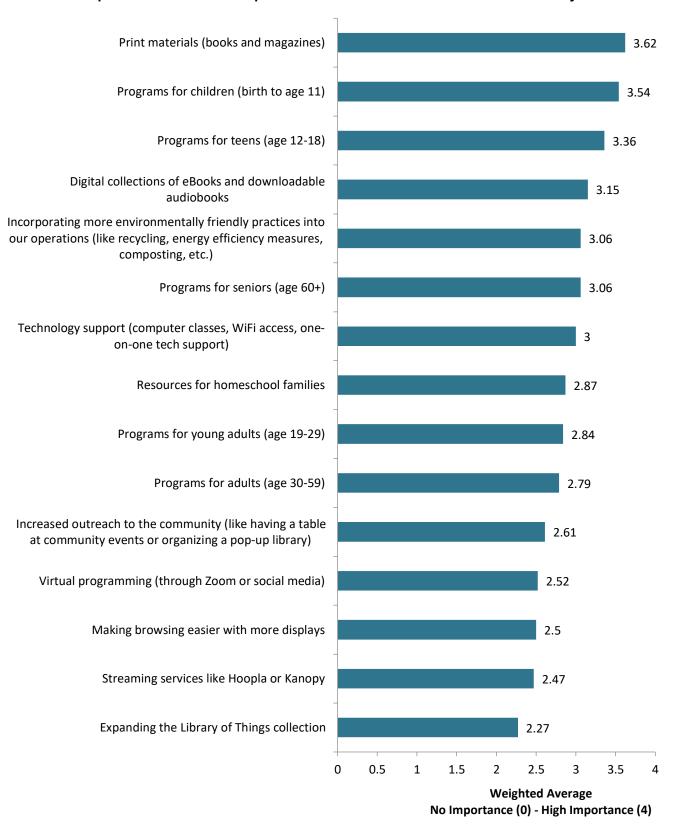
- A vast majority of survey participants (96.71%) feel "very welcome" (79.01%) or "welcome" (17.70%) at Peter White Public Library.
- Five survey participants (2.06%) indicated they feel "slightly welcome" and 3 participants (1.23%) indicated they feel "not welcome at all."

What would make you feel more welcome?

(Please note: Of 245 survey participants, 83 answered this question; the other 162 participants chose to skip this question.)

- Some participants suggested a **café area** that sold refreshments, as they would like the opportunity to purchase and enjoy coffee, tea, and/or pastries while visiting.
- Some participants suggested having **friendlier staff**. Comments included:
 - "If staff was friendly...they seem very cold and aloof"
 - "[S]ometimes it seems like the employees are trying to 'hide' or not make eye contact so you won't bother them."
 - "More friendly librarians."
 - A few participants suggested increased signage and book displays, while another participant suggested a "more accessible map of library sections."
- Many participants indicated they were unsure what could be done, and many others
 indicated there was nothing to be done. One participant stated "Just [k]eep doing what
 you are doing" while another stated "Impossible to do it better!"

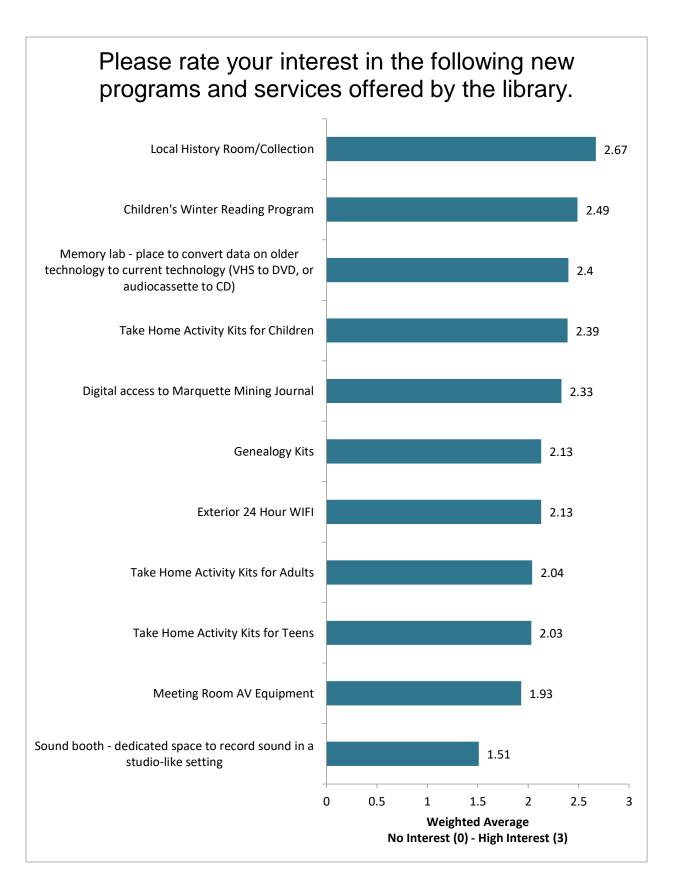
Where should we focus resources over the next several years? Please rate the items below based on your opinion of their importance to the future of the library.



FINDINGS:

- Of the top 4 items identified by participants as needing continued support, half were focused on collections: physical and digital books, audiobooks, and magazines.
- Of the top 4 items identified by participants as needing continued support, the other half were focused on programming: programs for teens and programs for children.





FINDINGS:

- Participants expressed the most interest in Peter White Public Library developing a local history room and/or collection.
- Creating a children's winter reading program ranked as second, while offering a way for participants to convert older technology to current mediums ranked as third.
- The fourth ranked item was "creating take home activities kits for children." This preference, when combined with the second-ranked winter reading program for children, means that children's programming accounts for half of the top four preferences expressed by participants.



What programs or services would you like to see the library offer in the future? (Representative comments.)

(Please note: Of 245 survey participants, 95 answered this question; the other 150 participants chose to skip this question.)

"More audiobooks on Libby!"

"More books. I've been getting increasingly frustrated by not being able to find the books I'm interested in."

"The more programs and services for children the better. As a young parent I never realized the importance of the library until [I] brought my children there."

"More varied art/activity classes."

"Language learning services (Finnish, Spanish, etc[.])."

"I'd love to know more about the Library of Things. Maybe programming on simple household repairs, "life hacks", or other sorts of hand-on workshops."

"More adult programs for the 30-60ish range. There is a ton for kids and usually quite a bit for seniors but general adults not so much."

"I would like to see a cafe space that could serve coffee and allow for meeting space and collaboration with wifi."

"More tween & teen programming. Perhaps outreach to schools."

"My favorite thing about the library is having access to new, good books (physical book), so I'd be happy for continued investment in those. Also, I'm hoping to write a fiction novel and might be interested in joining a writer's group if there was one."

"Continuing to offer some remote options amid the ongoing pandemic would be great."

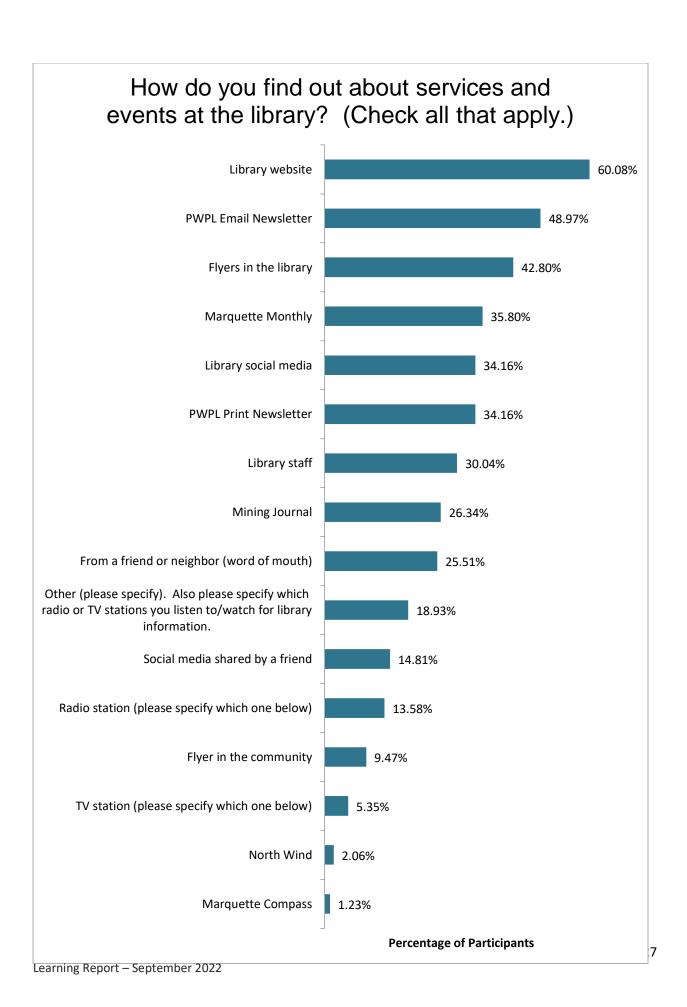
"Ability to pay fines, etc[.] on line thru [sic] your website or other on line [sic] method."

"Just focus on improving current services"

"Book fairs for all ages (including adults), maybe book signings, more concerts and local film showings."

"We love seeing all the varied activities for elementary aged kids!"

"MORE CONCERTS
AND MOVIES."



FINDINGS:

- Many participants have multiple ways they find out about library services and events. While there were 245 participants who completed the survey overall, this question received 980 responses; this is an average response rate of 4 per person for methods of receiving information about Peter White Public Library.
- When asked about receiving information via television and radio, the vast majority of survey participants cited TV6 and WNMU 90.1, though a few cited Q107.7.
- When asked about other sources from which they receive information, survey participants most commonly cited Facebook, Marquette Monthly, and social media generally.



What community needs are you aware of? (Representative comments.)

(Please note: Of 245 survey participants, 117 answered this question; the other 128 participants chose to skip this question.)

"Affordable housing, affordable childcare, accessible healthcare."

"Climate change education, environmental teaching and activities."

"[A]ffordable housing and childcare (also, state and nationwide--access to diverse texts)."

"I think there are a lot of people who can't get or afford wifi[,] don't know how to use all their device's abilities, don't know how to search for specific information[,] or judge sources."

"[A]ffordable housing, environmental preservation, green spaces and art spaces."

"Lifetime learning opportunities...community education."

"Kids need mentors, especially if there is a parent missing. Many elderly seniors find online information difficult or impossible. They still need the hard copy or at least one-on-one help if online is the only way for something."

"We definitely need more inclusionary spaces. Focus on celebrating culture and diversity outside of the hyper local focus of the UP. Our kiddos need more experience with the world nationally and internationally. They need more enrichment and intellectual stimulation than they are finding here in the UP."

"Support for parents, social emotional learning for families."

"The community needs things to do for kids especially in the winter."

"Daycare shortage, rising cost of living expenses, community connectedness."

"Children and families needing support, i.e. to increase reading skills. I am impressed that you have teen groups organized as well as all ages from birth to adult, i.e. trans gender [sic], etc. I suspect many parents could use coping skills, dealing with their children."

"Homelessness, food insecurity, lack of resources (internet, mental health)."

"Affordable housing, inflation, low wages, racism."

"Homelessness, drugs, hunger, affordable housing, keeping doctors practicing here, suicide."

How can the library help meet community needs?

(Please note: Of 245 survey participants, 99 answered this question; the other 146 participants chose to skip this question.)

- Some participants suggested more programs. Suggestions included:
 - o a health fair
 - information on what stymies affordable housing
 - o workshops to help community members develop skills
 - o tech help
 - o hosting "round table" discussions
 - education about climate change
- Some participants emphasized the important of providing meeting spaces and collaborating with community partners. Specifically, the following comments were shared:
 - "Providing community spaces for groups to gather to discuss solutions"
 - o "Availability for space, networking with community leaders and resources."
 - "I think serving as an accommodating gathering space for community events and discussion is vital. Especially the discussion part."
 - "Collaborate with school systems."
 - "Work...with community groups to organize forums, book displays, etc[.] on vital topics like mental health, affordable housing, demographic trends, etc."
 - "Classes with childcare available for those who need it and or take home kits.
 Involve MAPS teachers and counselors."
 - "In a perfect world, the library could have a full time social worker that could support patrons and also offer programming, groups, materials to bring home based on topics of interest, etc."
- Some participants emphasized the importance of **access to information**. Participants stated:
 - "Print and online resources...fighting book banning."
 - "Brainstorming: a local services /resource table, housing listings, education/tutorials/presentations on how to buy property or a house/how to build on it."
 - "Keep providing access."
 - o "Provide a safe, comfortable space with access to books of all genres."
 - "[B]ooks focused on the issues."
- Many participants indicated they were unsure what could be done, and several others indicated Peter White Public Library has a demonstrated history of working hard to meet community needs. One participant shared, "I think the library is already meeting these needs, however not everyone may know about the availability." Another participant stated: "I am overwhelmed by your accomplishments but if I think of anything new, I will definitely share it with you."

What activities and hobbies to you hope to spend more time on in the next year?

(Please note: Of 245 survey participants, 150 answered this question; the other 95 participants chose to skip this question.)

 Many participants expressed interest in learning about and spending more time outdoors. Specifically, survey participants mentioned:

Gardening

Fishing

Natural building

Native plants

Yard maintenance

Hiking

Kayaking

Camping

Stargazing

Homesteading

Landscape photography

Water conservation

Bicycling

Snowshoeing

Foraging

Traveling

Cross country skiing

Bird watching

• Many participants expressed interest in **arts and crafts**. Survey participants mentioned:

Sewing

Knitting

Quilting

Reupholstering

Art classes

Print making

Paper collage

Photography

Scrapbooking

Painting

Drawing

Woodturning

Potterv

Spinning and felting

 Many participants expressed interest in learning about varied topics. Survey participants mentioned:

Digitizing family records

Anishinabe language

Playing the violin

Yoga

Sustainable living

Decluttering

- Playing the piano
- Natural history of the area

Genealogy

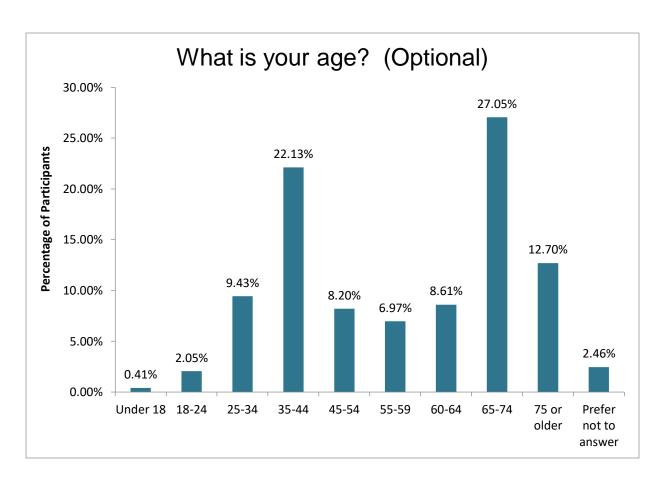
United States history

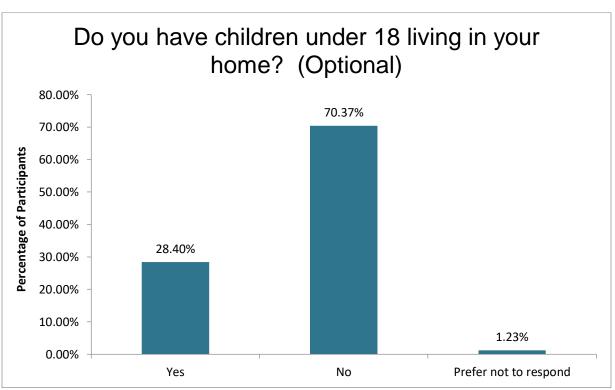
o Computer software and social

media

Music from 1950-present

Many participants are interested in reading more. One participant shared, "[I'm] working my way through a short list of movies and a LONG list of books." Another participant stated that they want to "[i]ncrease the scope of my non-fiction readings which are critically acclaimed." A third participant has a goal to "[r]ead War and Peace."





OVERALL COMMUNITY SURVEY FINDINGS:	 Peter White Public Library has strong support from survey participants, with the vast majority (95.87%) indicating they are either "very satisfied" (70.66%) or "satisfied" (25.21%) with the library overall. Participants enjoy the many services and resources provided by Peter White Public Library, and they particularly appreciate the library's collections, staff, youth services, and programming. Many participants have several ways they learn about events and services provided by the library, with the average number of information sources coming in at a rate of 4 per person. Participants desire continued financial support of Peter White Public Library's collections and programs. Support is strong for physical and digital books, audiobooks, and magazines, and programming for teens and children. In terms of new initiatives, survey participants expressed interest in a local history room and/or collection, followed by a children's winter reading program, providing ways to convert data on older technology to current mediums, and creating take home activity kits for children.
POSSIBLE CONSIDERATIONS:	 Peter White Public Library may benefit from providing more information to community members through existing channels and through increased partnership with local organizations and agencies. Given the supportive comments and requests for enhancements, Peter White Public Library may benefit from sharing further plans for continued collections and program development. With 86.01% of participants' library use falling between "daily" and "monthly," increases and/or adjustments to services and programs will likely benefit from thoughtful timing and a metered approach. Given the range of community needs expressed by participants, Peter White Public Library may benefit from considering which needs are top priorities for the library, followed by determining those can be addressed primarily with collections versus those that can be addressed primarily with programs.

 Given the exceptionally strong support of Peter White Public Library by survey participants, Peter White Public Library may benefit from considering how current supporters can help grow awareness and support among members of the larger community.

Focus Group Summary

During the week of June 13, 2022, Peter White Public Library held community focus groups with 25 participants. Discussions centered around aspirations participants had for the library and community and how to achieve those aspirations with support from the library. They also discussed how the library can reach more people and partner with more community groups.

To start the conversation, participants listed words and phrases to describe the community:

- County seat
- Hub
- College town
- Access
- Walkability
- Outdoorsy
- Committed to the area

- Friendly
- Helpful
- Active
- Growing
- Changing
- Cultural and educational opportunities

When asked about their aspirations for the community, participants' responses fell into the following themes: Uniting the community; creating a vibrant and welcoming community; and supporting families. Participants hope that commonality can be found among community members and that people can come together to find solutions to the community's challenges. One person said there needs to be a community-wide to-do list. A supportive community for families would have free indoor spaces to bring kids, childcare resources,



programming for young families, and a more accessible library space. To create a vibrant and welcoming community, participants envision a community that retains young professionals and entrepreneurs, offers recreational and professional opportunities every day of the week, and is intentional about sustaining its culture.

Lack of affordable housing and high cost of living were the most emphasized challenges to reaching the community's aspirations. Participants also noted lack of healthcare, low wages, job commutes, and changing attachments to community as more obstacles. One participant said that community members are adjusting to a lot of change. Another person said community members are not providing constructive feedback at community meetings. This all slows the community's progress towards uniting the community, supporting families, and developing a vibrant and welcoming community.

Despite these challenges and obstacles, participants see a variety of ways the community can change to reach its aspirations. The community would benefit from more childcare options, cultural activities like "concerts in the park," coordinated community events, and public-private partnerships. The library's accessible and central location makes it ripe for bringing together the

community. Participants suggested that the library develop strong partnerships (e.g., MARESA and NMU) and coordinate the community calendar. Having a strong social media presence and cross-promoting with partners would build awareness around the many services the library offers. Technology access, technology support, career and job search assistance, makerspaces, and self-directed learning opportunities are all ways the library can empower the community to enact change. Participants would also like the library to add Sunday hours, continue storytimes, offer personal appointments with librarians, and require staff to walk the library rather than sit behind a desk.

Focus group participants most value the library's welcoming and inclusive space; excellent staff; local history collection; teen room and council; and accessible materials, books and beyond. For future programming, participants would like to see music programs, economy lectures, Lunch & Learns, book discussions, Movie & Dinners, programming related to topics on NPR, and even after-hours events.

To reach more people in the community, participants think the library can diversify marketing avenues; leverage Board, staff, and patron networks; and create fun and impact ways for people to engage with the library. In its messaging, the library should spread awareness of how the library system is funded, how people can support the library (donations, fall match, Wish Lists, advocacy, Board positions, etc.), and what the library offers the community beyond books. This messaging should be broadcast through traditional and social media, print and digital newsletters, and word of mouth via Board members, staff, and patrons. A comprehensive communication strategy would consider that different audiences receive information in different ways. One participant encouraged the library to target certain groups and consider the return on investment for outreach funds. In addition to media-based marketing, staff can stand on the front lawn to welcome people inside the library. The library could create an outreach committee of patrons. Patrons could be incentivized to bring a friend to programming or challenge a friend with a summer reading goal. Creating contests and scavenger hunts would be fun ways for people to learn about the library. Increasing Board diversity would also help bring new perspectives and networks to the library. Priorities for marketing should include younger audiences and audiences outside the city. There should be a plan for donor development and legacy.

Partnerships can help the library better serve the community. Participants suggest the library partner more with the local history museum, Great Start Collaborative, Connect Marquette, and NMIE. One participant suggested that the library look at the list of organizations using the meeting rooms and reach out to them as potential partners. Another complimented the library on their strong arts

partnerships. Participants said that partnerships could help the library make more use of the library's art and community rooms.

When offered the chance to add additional thoughts, participants responded with ideas about accessibility, awareness, programming, community connections, and user experience. Participants suggested the library increase accessibility by lowering the non-resident fee, opening at 9am, opening and closing on the hour instead of the half-hour, opening on Sundays, and making sure people don't feel rushed out at closing. Regarding awareness, participants encourage the library to reach younger people without kids, promote library activities at checkout, leverage the power of word-of-mouth marketing, and consider what kind of programming would appeal to broader audiences. To attract more people to programming, participants suggest regular and early indoor storytimes, intergenerational reading and play events with retirees and kids, and open houses for the teen room (with teen hosts), history room, and the library as a whole (for new members, especially). One participant said the library should keep the programming consistent so people know when to expect programs. In addition to programming to build community and connections, participants want the library to intentionally encourage community interaction and work with community partners to address community needs. A couple participants emphasized building partnerships especially with childcare providers. One participant mentioned that MARESA used to have playgroups and wanted those to return. Other things participants want the library to keep in mind surround patron mindset and experience. Patrons' lives have changed significantly, many people are working remotely and there is an expectation for 24/7 and immediate access to resources. Despite the many suggestions for improvements, participants also celebrated how the library helps people learn and sparks ideas. "The staff is great, so helpful," one person said. Other participants said they think the homeschool support is good, and they love the book bags.

Board/TAC and Staff Survey Summary

For the Learning Report, we conducted a survey of Board members, Township Advisory Committee members, and staff members to provide an opportunity for initial input into the process beyond the environmental scan and SOAR analysis. Seven board members and 26 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?

Staff:

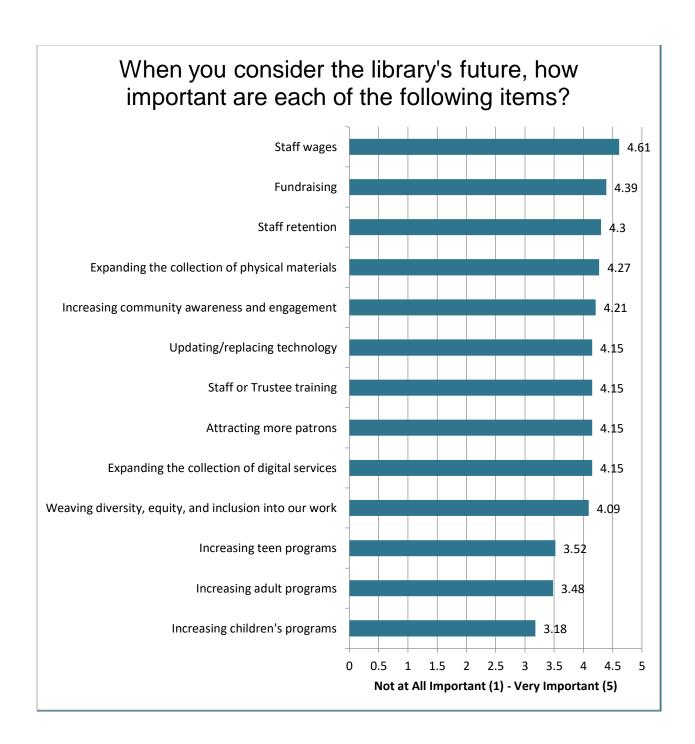
- Helping the community
- Working with dedicated and kind coworkers
- Building relationships with patrons
- o Facilities: Great atmosphere; beautiful building; perfect location
- Helping patrons find inspiring materials
- Supporting people's love of reading
- Mending damaged books
- Seeing patrons' enjoy the library
- Telling people about what's happening at the library
- Striving to support everyone in the community
- Cultivating a sense of community
- o Providing programming that parents and kids love
- Promoting equal access to information
- Maintaining an orderly work environment

Board/TAC:

- Learning about the inner workings of the library
- Working with the staff
- Helping the community
- Working with people who have diverse viewpoints

What's working well at the library? What are we good at?

- o Customer service and engaging with the public
- Being a cultural center
- Providing a welcoming and pleasant library space
- Making technology and books accessible
- Programming for all ages
- Providing arts programming in the community
- Problem solving to help patrons
- Adapting to meet patron needs
- Maintaining an organized environment
- Building relationships, especially with families
- Maintaining large and relevant collections
- Cultivating a strong social media presence
- Offering special features like local history room, sound booth/memory lab
- Approaching policy development thoughtfully



FINDINGS

- Staff wages; fundraising; and staff retention ranked as the top three most important items for the library's future.
- The lowest ranked items were increasing teen programs;
 increasing adult programs; and increasing children's programs.

Please share some ideas you have for how the library can work towards, implement, or expand the items that you indicated are important or very important in the list above.

- Fundraising: More appeals to donors, grant applications, and continuation of current effective practices like book sale, etc.
- o Raise wages to reflect cost of living in the area
- Restart quarter sheet reminder for programs
- Keep staff aware of events at the library
- o Increase community engagement
- Offer classes on life skills like finances and technology
- Encourage more staff training and continuing education, particularly DEI training on inclusive language, microaggressions, and welcoming cultures
- Attract more diverse patrons
- Gather patron feedback regularly
- o Increase advertising and diversify advertising pathways
- Ensure collections and technology are current and relevant
- o Provide more money and hours for part-time positions
- Invite more BIPOC, LGBTQA+, and low-income speakers, writers, authors and activists to the library for programming and order accompanying materials
- Cross-train staff (this can pose a union issue but even just a quick tutorial as to how other departments function would be great)
- Develop a standard employee training manual
- Add to library of things
- Attend more local events
- Order more types of fiction
- Message to public about need for funding
- Boost New Fiction collection

What keeps you from enjoying your work at the library as a library staff/Board member more fully?

Staff:

- Inequity in resource distribution across departments
- More physical space in the library
- Less pressure to think of new programming
- Being underutilized
- Lack of interdepartmental communications
- Particularly prickly patrons
- Disorganized website
- o COVID
- Slow days with few patrons
- Staff discussing politics
- Low wages and lack of benefits
- Too few hours in the day to get everything done
- Lack of collaboration by some staff
- Understaffing
- Nothing

Board/TAC:

- Developing committees to do more work
- Nothing

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:

- Learning about the roles in different departments
- Cross training
- Trust
- Required continuing education and training
- More staff cohesion
- Updated website with more information and easier navigation
- Higher wages and yearly raises
- o Training on serving populations with health and mental health challenges
- Management training
- More funding
- Sufficient staff levels
- More schedule flexibility

Board/TAC:

- Learning more about roles and responsibilities
- Summarized financial reports with highlighted key indicators

What community needs are you aware of? What could the library do to address these needs?

- Meeting spaces
- Career placement programming
- Library can connect tenants with affordable housing
- Beginner technology classes
- Outreach to grades 5-12, specifically to support youth mental health
- o Adult education opportunities and GED classes
- Community art classes for teens and adults
- o Forums about lack of housing and childcare
- Outdoor patio that can be reserved by patrons
- o Trainings for digital services like Libby and Melcat
- Private space for visitations
- Better promotion of library offerings
- Returning to pre-pandemic activities
- Ensure policies protect against book ban attempts
- Outreach to communities that don't access the library a lot
- Bookmobile or delivery service
- o Facilitate community discussions about divisive issues

Assume for a moment that money and time were no object and you could change one thing at the library to improve things, what would that be?

- Increased staff wages
- Longer hours of operation
- More parking
- Food court on the roof of the library
- More adult graphic novels
- Having all materials desired by patrons
- Hosting big name authors and speakers
- Departments on one floor
- Increased staffing
- Rebuilding circulation and work desks for increased accessibility and visibility
- Windows in the staff lounge
- Expanded shelving to decrease need for weeding
- Additional meeting spaces
- Café
- Expanding new release movie section
- No longer using top shelves In Nonfiction section
- Health benefits for everyone
- Expanded outreach
- More physical space

Community Organizations Strategy Review

Peter White Public Library serves the City of Marquette and its surrounding areas, including Chocolay Township, Marquette Township, Sands Township, Skandia Township, and West Branch Township. Organizations in these regions provide ample opportunities for partnerships which would allow the library to contribute its spaces, expertise, and position within the community to serve the information needs and strengthen the community health of Marquette and the surrounding townships.

One avenue for partnership is with Marquette Area Public Schools, who have stated as a goal in their 2022 strategic plan that they wish to improve their communications with other community organizations through "attending and presenting to local groups that can share and invest in [their] successes." Strengthening the relationship between the library and school district would help the library stay informed of the needs of younger readers and the support they could provide to teachers.

According to the Upper Peninsula Community Health Needs Assessment 2018, the area has high rates of seniors. In addition to the books by mail program that is already offered by the library to patrons who are unable to reach the library in person, the library is well-suited to distribute information to seniors which addresses their health needs. Other health needs that have been identified that the library can assist in informing the community about are information about access to health insurance and information regarding the harms of vaping among teens.

One initiative outlined in the City of Marquette's 2021-2023 strategic plan is the undertaking of an Arts and Culture Economic Impact Study in order to nurture and foster the creative economy of the area. It could be useful for the library to use the information they find in this study to promote artistic initiatives and support local artists and creatives, especially in how they can use this study to make a case for the arts.

Sources:

- Marquette Area Public Schools Strategic Plan 2022-2025
- Marquette Strategic Plan 2021-2023
- Marquette County Community Health Needs Assessment
- Upper Peninsula Community Health Needs Assessment 2018
- Peter White Public Library
- United Way of Marquette County

Appendix: Community Data

US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Population	326,569,308	9,973,907	5,925	5,912	20,631	21,247	3,907	3,783	2,428	2,480	891	900	1,477	1,742
Median Age	38.2	39.8	44.0	42.6	28.6	31.7	47.4	44.8	41.3	40.5	53.4	43.0	39.4	29.6
Median Household Income (in \$)	64,994	59,234	69,651	64,043	42,746	36,797	64,700	58,750	68,571	69,783	56,071	42,679	51,394	31,736
Homeownership Housing Value	64.4%	71.7%	89.0%	89.6%	47.3%	53.2%	65.7%	64.6%	91.9%	91.3%	91.5%	94.2%	50.4%	49.4%
(Owner-	229,800	162,600	177,500	171,000	180,100	160,800	196,500	161,300	194,900	164100	147,300	114,500	183,300	123,900
Below Poverty Level*	12.8%	13.7%	8.9%	6.1%	26%	25.9%	5.5%	11.8%	12.8%	12.2%	8.5%	13.4%	20.4%	31.2%
Average Household Size	2.6	2.45	2.39	2.75	2.14	2.22	2.31	2.38	2.79	2.70	2.36	2.61	2.43	2.77
Average Family Size	3.21	3.05	2.72	3.19	2.64	2.92	3.12	2.94	3.29	2.92	2.86	3.07	3.07	3.45

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>DP04</u>, <u>S0101</u>, <u>S1701</u>, <u>S1101</u>, <u>S1901</u>

ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. DP04, S0101, S1101, S1901

^{*}Comparisons data for Below Poverty Level taken from 2012 <u>\$1701</u>

Age Distributions

US CENSUS DATA		MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
	US 2020													
Total population	326,569,308	9,973,907	5,925	5,912	20,631	21,247	3,907	3,783	2,428	2,480	891	900	1,477	1,742
Under 5 years	6.0%	5.7%		5.5%	2.9%		5.3%	4.4%	7.5%		2.7%	4.2%	7.2%	6.0%
5 to 9 years	6.1%	5.9%	4.4%	6.0%	3%	3.3%	6.2%	4.2%	8.1%	8.3%	4.6%	5.1%	4.3%	7.2%
10 to 14 years	6.5%	6.2%	5.7%	6.6%	3%	4.5%	4%	6.4%	7.7%	8.0%	8.2%	6.6%	4.7%	11.9%
15 to 19 years	6.5%	6.6%	5.2%	7.0%	9.5%	11.4%	3%	4.4%	7.7%	3.4%	3.9%	6.2%	5%	10.4%
20 to 24 years	6.7%	6.9%	5.8%	7.3%	24.8%	19.6%	5.7%	10.7%	1.6%	5.8%	5.3%	4.6%	12. 2%	7.1%
25 to 29 years	7.1%	6.8%	7%	3.4%	8.5%	6.3%	5.4%	4.2%	2.1%	6.8%	4.9%	4.4%	5.6%	8.7%
30 to 34 years	6.8%	6.1%	6.1%	4.6%	6.3%	4.6%	8%	5.7%	4.5%	4.2%	2.5%	5.7%	6.5%	6.3%
35 to 39 years	6.5%	6%	7.1%	7.0%	4%	3.7%	6.9%	3.1%	9.1%	7.1%	3.7%	6.0%	5.7%	7.6%
40 to 44 years	6.1%	5.7%	5.8%	5.9%	2.9%	6.6%	3.9%	7.3%	4.5%	8.8%	7.4%	10.2%	5.6%	7.7%
45 to 49 years	6.3%	6.3%	6%	8.5%	5%	5.7%	3%	7.9%	6.3%	8.1%	2%	7.4%	6%	4.4%
50 to 54 years	6.4%	6.7%	5.9%	6.8%	4.9%	6.6%	5.8%	12.2%	8.9%	9.6%	8.1%	9.1%	4.9%	7.1%
55 to 59 years	6.7%	7.1%	5%	8.6%	5.5%	7.2%	9.4%	9.7%	7%	13.7%	12.7%	9.4%	7.7%	4.1%
60 to 64 years	6.2%	6.9%	11. 7%	7.8%	4.9%	4.6%	9.2%	3.1%	8.8%	5.3%	12.5%	6.7%	9.2%	3.8%
65 to 69 years	5.3%	5.8%	8.3%	5.6%	5.6%	3.3%	9.7%	4.6%	5.5%	3.1%	8%	4.7%	7.8%	4.0%
70 to 74 years	4.1%	4.3%	4.4%	4.6%	3.3%	3.0%	3.5%	2.5%	4.5%	1.4%	6.5%	2.9%	3.7%	2.5%
75 to 79 years	2.8%	2.9%	5.1%	2.3%	2%	2.3%	4%	3.2%	3.7%	0.0%	2.8%	4.0%	1.8%	0.6%
80 to 84 years	1.9%	1.9%	0.7%	1.2%	1.6%	2.0%	4.5%	3.8%	2.4%	0.8%	2%	0.7%	1.7%	0.3%
85 years and +	2.0%	2.2%	1.6%	1.5%	2.3%	2.1%	2.5%	2.5%	0.2%	0.0%	2.2%	2.1%	0.5%	0.2%

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0101</u> ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0101</u>

Diversity

US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Total							_				_			
Population	331,449,281	10,077,331	5,899	5,903	20,629	21,355	4,140	3,905	2,310	2,285	810	826	1,702	1,623
White alone	61.6%	73.9%	89.9%	94.3%	87.2%	91.1%	89.0%	94.6%	92.3%	94.8%	91.4%	93.5%	87.4%	88.7%
Black or African American alone	12.4%	13.7%	0.3%	0.3%	3.0%	4.4%	0.6%	0.5%	0.3%	0.5%	0.0%	0.1%	1.1%	2.1%
American Indian and Alaska Native alone	1.1%	0.6%	2.6%	3.0%	1.5%	1.5%	2.3%	1.9%	1.9%	2.9%	2.2%	2.4%	2.1%	3.7%
Asian alone	6.0%	3.3%	0.5%	0.3%	1.0%	0.9%	1.1%	1.0%	0.4%	0.4%	0.0%	0.6%	0.4%	0.6%
Native Hawaiian and Other Pacific Islander alone		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.1%	0.0%
Some Other Race alone	8.4%	2.2%	0.3%	0.0%	0.7%	0.3%	0.6%	0.2%	0.1%	0.0%	0.2%	0.0%	1.1%	0.2%
Two or More Races	10.2%	6.3%	6.4%	2.0%	6.5%	1.8%	6.4%	1.9%	5.1%	1.4%	5.9%	3.4%	7.9%	4.7%

Sources:

DEC 2020 Redistricting Data for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. P1
DEC 2010 Redistricting Data for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. P1

US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Total	226 560 200	0.072.007	F 02F	F 012	20 621	21 247	2 007	2 702	2 420	2.490	901	000	1 477	1 742
Population Hispanic	326,569,308	9,973,907	5,925	5,912	20,631	21,247	3,907	3,783	2,428	2,480	891	900	1,477	1,742
Population	18.2%	5.2%	0.9%	0.8%	2.7%	1.9%	0.0%	1.7%	4.4%	0.7%	0.1%	2.9%	1.2%	0.7%

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0601</u> ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0601</u>

Marital Status

US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Total (Ages 15+)	265,832,167	8,199,786	5,074	4,844	18,788	18,899	3,300	3,215	1,864	1,937	753	757	1,238	1,306
Never Married	33.5%	33.2%	29.4%	25.0%	56.1%	46.8%	25.7%	28.3%	23.6%	21.5%	22.3%	29.5%	30.9%	32.9%
Married	48.1%	48.1%	58.6%	65.2%	30.1%	37.7%	55.2%	49.7%	59.2%	71.7%	59.0%	57.1%	49.8%	44.8%
Divorced or														
Separated	12.7%	12.8%	9.2%	4.1%	9.0%	9.7%	12.6%	11.5%	12.2%	5.3%	12.0%	7.9%	14.8%	18.4%
Widowed	5.7%	5.9%	2.8%	5.7%	4.8%	5.8%	6.5%	10.5%	5.0%	1.4%	6.8%	5.5%	4.5%	3.9%

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0601</u> ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0601</u>

Income

income														
US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Total Households	122,354,219	3,980,408	2,468	2,149	8,182	7,994	1,678	1,564	860	920	378	345	607	629
Less than \$10,000	5.8%	6.4%	3.9%	3.5%	9.9%	15.7%	5.5%	5.6%	5.6%	2.0%	6.6%	8.1%	5.4%	10.8%
\$10,000 to \$14,999	4.1%	4.1%	1.7%	5.0%	7.0%	8.9%	0.7%	9.9%	1.6%	1.4%	2.4%	5.5%	5.8%	15.3%
\$15,000 to \$24,999	8.5%	9.2%	8.6%	8.1%	9.7%	13.2%	11.1%	11.4%	5.0%	7.1%	10.6%	13.9%	10.7%	12.6%
\$25,000 to \$34,999	8.6%	9.6%	3.6%	5.9%	15.0%	10.3%	6.9%	10.4%	5.5%	8.6%	6.1%	13.0%	11.4%	15.7%
\$35,000 to \$49,999	12.0%	13.3%	11.2%	14.2%	13.8%	12.5%	12.4%	6.9%	10.9%	11.8%	14.6%	16.5%	14.3%	16.1%
\$50,000 to \$74,999	17.2%	18.2%	22.0%	20.6%	19.7%	16.7%	22.2%	19.6%	23.5%	26.0%	29.1%	23.8%	21.1%	14.0%
\$75,000 to \$99,999	12.8%	12.9%	25.4%	17.9%	9.6%	9.4%	13.2%	15.9%	13.3%	21.6%	18.8%	13.9%	13.3%	11.3%
\$100,000 to \$149,999	15.6%	14.6%	13.6%	16.2%	8.7%	9.0%	16.1%	10.8%	25.7%	15.3%	7.9%	4.3%	12.5%	3.3%
\$150,000 to \$199,999	7.1%	5.9%	6.9%	3.3%	3.0%	2.7%	6.1%	4.6%	4.2%	2.3%	3.4%	0.0%	4.8%	0.3%
\$200,000 or more	8.3%	5.7%	3.1%	5.3%	3.8%	1.6%	5.8%	4.9%	4.8%	3.9%	0.5%	0.9%	0.7%	0.6%

Median														
income														
(dollars)	64,994	59,234	69,651	64,043	42,746	36,797	64,700	58,750	68,571	69,783	56,071	42,679	51,394	31,736
Mean														
income														
(dollars)	91,547	80,803	79,070	77,204	62,310	53,479	83,258	69,387	85,123	83,150	62,323	47,850	61,543	45,592

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$1901</u> ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$1901</u>

Employment & Poverty

US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Civilian Labor														
Force (16+)	164,759,496	4,956,499	3,141	3,209	11,558	11,181	1,784	1,979	1,163	1,404	436	449	807	774
Employed	59.6%	57.7%	60.2%	63.3%	57.6%	55.6%	52.7%	61.1%	58.8%	69.3%	53%	52.2%	63.3%	52.7%
Unemployed	3.4%	3.7%	2.9%	4.3%	4.3%	4.0%	1.8%	1.8%	4.2%	3.8%	5.8%	8.1%	2.4%	8.6%
Armed Forces	0.4%	0.1%	0%	0.3%	0.3%	0.1%	0.5%	0.0%	0%	0.0%	0%	0.0%	0%	0.0%
Not in Labor Force	36.6%	38.5%	36.9%	32.2%	37.8%	40.4%	45.1%	37.1%	37%	26.9%	41. 2%	39.7%	34. 3%	38.6%
BELOW POVERTY LEVEL*	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2012	Marquette City 2020	Marquette City 2012	Marquette Twp. 2020	Marquette Twp. 2012	Sands Twp. 2020	Sands Twp. 2012	Skandia Twp. 2020	Skandia Twp. 2012	West Branch Twp. 2020	West Branch Twp. 2012
All People	12.8%	13.7%	8.9%	6.1%	26%	25.9%	5.5%	11.8%	12.8%	12.2%	8.5%	13.4%	20.4%	31.2%
Under 18 years	17.5%	18.8%	16.4%	3.4%	25.6%	19.7%	0%	7.9%	3.1%	18.6%	5.2%	9.7%	44.4%	44.9%
18 to 64 years	12.1%	13.4%	8.1%	6.4%	30.9%	30.2%	7.5%	12.9%	16.9%	10.9%	9.9%	14.9%	17%	28.3%
65+ Years	9.3%	8.5%	5.3%	8.1%	4.5%	10.9%	4.5%	11.6%	11.8%	4.6%	7.3%	9.9%	5.3%	11.5%

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. DP03, S1701

ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. DP03

ACS 2012 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. \$\frac{\structure{51701}}{21701}\$

^{*2010} poverty level information not available. 2012 used instead for comparison

Housing

nousing														
US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Homeownership Rate	64.4%	71.7%	89.0%	89.6%	47.3%	53.2%	65.7%	64.6%	91.9%	91.3%	91.5%	94.2%	50.4%	49.4%
US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Housing Units	140,498,736	4,570,173	2,833	2,824	9,114	8,756	2,094	1,907	982	960	420	478	843	933
US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp. 2020	Skandia Twp. 2010	West Branch Twp. 2020	West Branch Twp. 2010
Total Households	122,354,219	3,980,408	2,468	2,149	8,182	7,994	1,678	1,564	860	920	378	345	607	629
Married Couple family	48.1%	46.9%	59.6%	70.1%	31.9%	42.0%	50.7%	47.1%	57.8%	74.5%	55.0%	60.3%	49.8%	43.4%
Cohabitating Couple	6.5%	6.9%	9.7%	*	11.1%	*	1.6%	*	9.7%	*	7.1%	*	9.9%	*
Male Householder	17.8%	18.7%	14.5%	2.7%	24.0%	2.7%	18.9%	4.7%	15.2%	2.9%	16.7%	4.1%	15.8%	2.2%

Female														
Householder	27.6%	27.5%	16.2%	4.4%	33.0%	6.6%	28.8%	5.9%	17.3%	6.1%	21.2%	9.9%	24.5%	18.4%
Householder														
Living Alone	28.0%	29.9%	20.8%	18.8%	35.7%	37.7%	39.6%	32.6%	20.3%	14.1%	26.5%	24.6%	27.2%	30.0%
65+														
Householder														
Living Alone	11.3%	12.3%	8.0%	6.1%	10.9%	11.6%	26.3%	20.6%	6.6%	0.7%	13.5%	9.0%	9.1%	4.8%

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. DP02, H1, S1101 ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. DP02, H1, S1101 *Cohabitating Couple information not recorded prior to 2019

Education

US CENSUS		MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	Sands Twp. 2020	Sands Twp. 2010	Skandia Twp 2020	Skandia Twp 2010	West Branch Twp. 2020	West Branch Twp. 2010
DATA	US 2020										•	•		
Population 25 years and older	222,836,834	6,853,674	4,420	4,002	11,705	12,307	2,961	2,643	1,640	1,708	671	660	984	1,001
Less than High School graduate	11.5%	8.7%	3.8%	6.6%	4.6%	8.1%	3.9%	8.3%	4.5%	5.6%	7.5%	13.5%	3.9%	10.8%
HS or Equivalent	26.7%	28.5%	22.4%	26.1%	21.3%	26.3%	25.5%	25.8%	28.7%	29.0%	38.6%	40.9%	28.2%	35.4%
Some College or Associate's														
Degree	28.9%	32.8%	32.0%	28.3%	26.7%	26.7%	34.3%	25.3%	32.0%	27.9%	31.9%	30.0%	37.7%	33.5%
Bachelor's Degree	20.2%	18.3%	29.2%	24.6%	32.5%	25.1%	23.4%	28.2%	25.1%	27.2%	16.5%	12.1%	20.7%	14.7%
Graduate or Professional														
Degree	12.7%	11.7%	12.6%	14.5%	15.0%	13.8%	12.9%	12.4%	9.8%	10.4%	5.5%	3.5%	9.6%	5.7%

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0601</u> ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0601</u>

Language

		MI 2020	Chocolay Twp. 202	Chocolay Twp. 201	Marc City 2	Marquet City 2010	Marq Twp.	Marq Twp.	Sands 2020	Sands 2010	Skandia 2020	Skan 2010	West Twp.	West Twp.
US CENSUS DATA	US 2020	020	olay 2020	olay 2010	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2010	s Twp.	s Twp.	dia Twp.	Skandia Twp. 2010	: Branch 2020	West Branch Twp. 2010
Population 5														
years and over	306,919,116	9,405,581	5,667	5,585	20,026	20,570	3,700	3,618	2,246	2,343	867	862	1,370	1,638
English Only	78.5%	90.3%	98%	98.3%	95.9%	95.6%	95.1%	95.5%	98%	95.9%	96.1%	98.1%	97.4%	96.8%
Spanish	13.2%	2.9%	0.8%	1.7%	1.4%	1.0%	0%	2.3%	0.3%	1.1%	0%	0.6%	0.9%	0.2%
Other Indo- European														
languages	3.7%	2.9%	0.3%	0.5%	1.8%	1.9%	0%	1.4%	1.5%	3.0%	3.2%	0.8%	1%	2.2%
Asian/Pacific Islander														
languages	3.5%	1.7%	0.5%	0.3%	0.1%	0.5%	4.2%	0.8%	0.2%	0.0%	0.5%	0.0%	0.7%	0.0%
Other														
languages	1.1%	2.2%	0.3%	0.0%	0.7%	0.9%	0.7%	0.0%	0%	0.0%	0.2%	0.5%	0%	0.8%
Speaks English less than "very														
well"	8.2%	3.4%	0.6%	0.9%	0.9%	0.8%	4.2%	0.9%	0.2%	0.6%	0.5%	0.0%	0.4%	0.2%

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0601</u>, <u>\$1601</u> ACS 2010 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$0601</u>, <u>\$1601</u>

Disabilities

US CENSUS DATA	US 2020	MI 2020	Chocolay Twp. 2020	Chocolay Twp. 2012	Marquette City 2020	Marquette City 2010	Marquette Twp. 2020	Marquette Twp. 2012	Sands Twp. 2020	Sands Twp. 2012	Skandia Twp. 2020	Skandia Twp. 2012	West Branch Twp. 2020	West Branch Twp. 2012
Total Civilian														
Noninstitutionalized Population	321,525,041	9,866,076	5,925	5,933	19,457	19,681	3,892	3,888	2,401	2,485	891	823	1,477	1,469
Ambulatory														
Difficulty	6.8%	7.6%	6.9%	4.0%	4.6%	5.1%	10.2%	7.3%	9%	5.3%	6.5%	9.7%	6.9%	5.4%
Cognitive Difficulty	5.1%	6%	3.3%	3.1%	5%	4.0%	6.5%	4.3%	5%	2.5%	4.3%	6.2%	6.9%	6.5%
Hearing Difficulty	3.6%	3.9%	3.3%	4.9%	2.7%	3.3%	5.1%	4.1%	5.4%	2.8%	5.3%	4.1%	3.5%	2.1%
Independent Living														
Difficulty	5.8%	6.5%	3.5%	2.7%	4.5%	3.8%	7.1%	4.8%	5.1%	3.9%	4.6%	5.2%	6.1%	5.1%
Self-Care Difficulty	2.6%	2.9%	2.6%	1.6%	2%	1.8%	6.4%	2.7%	2.6%	1.6%	2.2%	4.3%	3.5%	2.2%
Vision Difficulty	2.4%	2.2%	2.1%	1.7%	2%	1.8%	1.5%	1.4%	2.3%	2.3%	1.6%	2.2%	1.5%	1.1%

Sources:

ACS 2020 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$1810</u> ACS 2012 5-Year Estimates for US, MI, Chocolay Twp., Marquette City, Marquette Twp., Sands Twp., Skandia Twp., and West Branch Twp. <u>\$1810</u>