



Antwerp Sunshine - Mattawan  
Bangor \* Bloomingdale \* Covert  
Gobles \* Lawrence  
Webster Memorial - Decatur

## Strategic Plan Update - 2019 Focus Group Questions

1. What impact, contribution, or benefit do you want VBDL to bring to your community?
2. VBDL offers the following services:
  - a. Books and Audiobooks for all ages
  - b. Free feature films and television programs on DVD for all ages in addition to non-fiction DVDs
  - c. Computers with high-speed internet and Microsoft Office software available to the public for in-library use at all locations.
  - d. Free downloadable or streaming eBooks, audiobooks, films, television shows, music, and comic books for all ages from anywhere via Overdrive and Hoopla Digital
  - e. Free, live online tutoring and SAT test preparation from anywhere via Princeton Online Tutoring service
  - f. Free, live online job search, and résumé and cover letter help for all ages via Princeton Online Tutoring Service
  - g. Free online language instruction from Rocket Languages
  - h. Classes and events for all ages at all seven VBDL locations
  - i. Meeting and event rooms for use by non-profits and community organizations at five of VBDL's seven locations.
3. What services are important for a public library to offer the community?
  - a. Is there anything the Library doesn't offer that it should?
  - b. What were you not aware of that Van Buren District Library offers?
4. How are people finding out about services, events, classes, and activities at the library? How do you find out about VBDL's activities, events and services?
5. What are the barriers to library use and access?
  - a. What would bring people in and overcome these barriers?
6. What improvements to our facilities might you suggest?
  - a. To our collections?
  - b. Events and classes?
  - c. Other
7. What do you envision as the future for public libraries?