What kinds of technology would you like to see at the library? (New hardware, software, etc.)

1. Nothing – you guys are perfect!
   - *Thank you!*
2. Device to create MP3s from vinyl/tapes
   - *We are currently investigating costs for a device that will be capable of converting vinyl and cassettes directly to a USB or SD/MMC card.*
3. Create videos from old home movies
   - *Currently we have the hardware/software to transfer VHS and VHS-C to a DVD.*
4. Photoshop
   - *While we do not have the budget to install the highly popular "Adobe Photoshop", we have installed the most popular open source competitor: GIMP 2. The program has a large user base and many video tutorials are available on YouTube. Instruction is currently available via a Tech Time session and classroom based learning opportunities are coming soon.*
5. Updated Windows OS
6. More computers and new hardware.
7. Updated computers with faster processors.
   In response to questions 5, 6 and 7 above:
   - *Over the last year we've upgraded our data center to improve the performance of the entire network which translates into faster downloads and a better experience for streaming media. This April, we deployed new hardware running Windows 10 with touchscreen displays, an increase in RAM, enhanced video cards, and easy access to USB 3.0 ports and the headphone jack.*
8. Wi-Fi printer
   - *We currently have both color and black and white Wi-Fi printing available. Please take a look at our "Technology, etc." webpage under "Resources" for more details.*
9. Apple computers
   - *Unfortunately, our current budget does not allow us to add Apple computers.*
10. Color laser printers
    - *We have color laser printers on both floors.*
11. Large format scanner/printer. If the copy machine presently scans large format documents and has the capability to store the scan image onto removable media (pen drive) then there is no need for it.
    - *Our current copiers are able to scan to email, but cannot save a scan to a flash drive. This capability will be one of our requirements for our new copier contract which will begin in January, 2017.*
12. I would appreciate a class (or classes) on Windows 10 and how W10 might affect other programs I use. Also, how does W10 affect future hardware purchases? Thank you.
    - *An Introduction to Windows 10 is offered through our Gale courses and watch for your Engage guide for classes that are scheduled to begin in 09-2016.*
13. Greater availability of e-books – greater variety and number of titles as well as more copies of any one title, particularly those with horrendous waiting lists. Often I have found a book on the shelf at the library long before the e-book hold I submitted was fulfilled.
    - *Novi residents have access to two collections within OverDrive. We are part of a consortium where each member library contributes towards purchasing content which is called the Consortium Collection. The second collection is called the Novi Advantage Collection, where funds are allocated for our own private collection within OverDrive that is only available to Novi residents.*

      Even though it probably doesn't seem like it, Novi residents do not wait as long as the patrons without access to our Novi Advantage Collection. This is a very popular collection and we are exploring all options to speed up the wait list in order to make this content available to our patrons.

Are there any databases we currently do not have access to that you would be interested in using? (Please specify)

Major Detroit newspapers

- *At the moment we do not have digital access to Detroit newspapers, but there have been discussions with vendors about supplying this content for the 2017-18 fiscal year.*

Additional Comments:

1. Great facilities – keep up the good work!
2. Thank the library staff for always being so friendly and knowledgeable.
3. Keep up the good work and thanks for being in the City of Novi!
4. I come here almost every day. Thank you for having such a great place to study/eat/socialize. Thank you so much. I will continue to come here because I just love this place so much.
   - *Thank you!*
5. If there was a time when some of the above could be explained, perhaps I would be more apt to use them. I can use a computer well, but am not comfortable using public machines, etc. And perhaps there have been classes and I have missed them as I worked until 2 years ago.
   - *Any staff member that is free at the Information Desk will be able to briefly cover an electronic resource. For more questions and a more in-depth overview, we recommend a computer tutor or Tech Time one-on-one session or our resource specific classes such as Zinio, Transferring VHS to DVD, etc.*
6. Haven't tried Mango or online magazines, but would like to if it isn't too complicated or in need of new passwords!
   - *You don't need to make an account with Mango, so no need for passwords. All you need is your library card number. Mango is very user friendly and should be easy to navigate. They have a support link on the left side bar if you do have questions. As far as online magazines, they do require a new password and if you are interested in learning more, I'd recommend signing up for our class.*
7. Digital download search is painful.
   - *Agreed, still clunky, but it is getting better. OverDrive has launched a new cloud-based system that should really streamline and speed up the process which we expect to launch in late 2016. A new app, which is currently in beta, is being developed where all actions take place on the same page – search, checkout and read – no need to toggle between the mobile catalog and the bookshelf. We understand your frustration, but please be patient and know we are working to improve this service.*
8. Logging in is complicated by the random ID number. If there is a way to alter my login, I am unaware of it. I would like to be able to access The Detroit Free Press and The Detroit News online for genealogy historical research, obits, historical events, etc. I don't find where that is available at NPL or, do I need to find some other way to do that? Please help!
   - *At the moment we don't have digital access to Detroit newspapers, but there have been discussions with vendors about supplying this content for the 2017-18 fiscal year.*
   - *Please stop by either Information Desk for assistance with your login credentials the next time you're in the library. We would be happy to help!*