

**Library Outreach Group  
Report to the 1833 Society  
June 1, 2013**

## Acknowledgments

The Library Outreach Group would like to thank the 1833 Society; the staff of the Peterborough Town Library; the trustees of the Peterborough Town Library; Richard Dunning and the South Meadow School staff; Ben Loi and the Peterborough Elementary School staff; Dorothy Peterson, John Vance, and the staff at Rivermead; Bill Littles; Johanna Wilson-White; the Forum Steering Committee; the Friends of the Library; and the many, many community members who added their voice and their assistance to this outreach effort.

## Introduction

The 1833 Society formed the Library Outreach Group (LOG) as a working committee tasked with continuing dialogue after the February 2013 Community Forum and finding ways to access diverse opinions. LOG's goal was to maximize community involvement by creating a welcoming atmosphere for dialogue, opinions, and ideas on the Library project.

Members of LOG were Marcia Patten, library trustee; Ron McIntire, 1833 Society Board member; Tina Kriebel, 1833 Society Board member and Forum Steering Committee member; Karen Peterson, library outreach consultant; Michael Price, library director; and Chris McCall, Forum Steering Committee member. David Weir, trustee and 1833 Society member; Johanna Wilson-White; and Ron Bowman, trustee, all gave significant time, energy and expertise to these tasks.

LOG's achievements included:

1. Creating documents summarizing the need for a new building and answers to frequently asked questions.
2. Developing a timeline for community input.
3. Implementing a series of six public library meetings.
4. Hosting tours and creating a video tour of the library.
5. Conducting targeted outreach events in key communities.
6. Setting up an information board in the library before input sessions.
7. Improving website for visibility, data collection, and use.
8. Analyzing responses and preparing suggested vision statements for the 1833 Society.
9. Supporting growth of e-newsletter, blog, [www.peterboroughtownlibrary.com](http://www.peterboroughtownlibrary.com) site, and Facebook site.
10. Implementing online suggestion box.

LOG worked on these tasks from late February 2013 until late May 2013. The volunteer group identified many more outreach activities and some additional

research that the 1833 Society may want to consider before finalizing the project plans.

These items include:

1. Conduct a review of the current state of the art of libraries. Ask recently renovated libraries what they would do differently and what was an important part of their effort.
2. Continue the e-newsletter. The community was grateful for it and it proved a good way to reach additional, non-library users.
3. Work with individuals with different needs throughout the planning and ongoing functions of the library. People with mobility limitations, speech and hearing needs, sensory issues, and other physical or mental differences should be consulted to ensure that the new library is a fit for all individuals and that a feedback mechanism is in place so that problems can be addressed when they arise. Work with Crooked Mountain's library to understand some of the issues.
4. Keep soliciting comments/ideas in suggestion boxes.
5. Create an assigned physical space in library to share progress as project moves along.
6. Provide periodic project updates in a regular format (it could be through the e-newsletter, a meeting, or a celebration). Let the community know what is happening and know where to look for the information.

LOG agreed that the time was right for the 1833 Society to take the gathered information and move forward with planning, but that input into the project and outreach to key groups should continue. LOG did not reach several groups that it wanted to, including:

- Commuters

- Private schools and preschools
- High school students
- More young adults
- Working families
- Service organizations (e.g., Lions Club, Rotary Club).

The 1833 Society may want to consider specific outreach events for these groups in the future. LOG had considered send out a community wide survey to capture these individuals' opinions and any other people who would like to speak on the project, but decided that it would be premature to distribute such a survey now. Once the 1833 Society and all involved planners have had time to review information and assess the next steps, a community-wide survey may be an appropriate method to reach more individuals.

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## **Vision Statements**

### **Peterborough Town Library of the Future Project**

Over a period of four months, the Library Outreach Group (LOG), a working committee of the 1833 Society, listened to community input about what is working, what could be improved, and dreams for the Library of the Future. Based on that information, LOG created seven Vision Statements to capture the ideas they heard about the Library of the Future.

To create these Vision Statements, LOG used information from:

- The February 2013 Community Forum
- Diverse groups from the 'Add Your Voice' sessions at the library
- Peterborough Elementary School and South Meadow School students, staff and parents
- Town leaders
- Downtown business community
- Seniors
- Library staff
- Online, in-library and e-mailed suggestions

The data from these meetings, interviews, surveys, and Forum contains rich, specific detail about current assets and opportunities, and is included in this document after the Vision Statements.

An important collection of documents for decision makers to review, in addition to this report and other materials, are those from the 2007 Building Advisory Group (BAG). BAG conducted an assessment of the library's needs and created Visions for the library. These reports contain much valuable information, including many detailed suggestions for building design and operations.

The operational steps following the LOG Vision Statements are ways that the library could achieve these Vision Statements. These steps represent an ideal. Funding, policies, timelines and other limitations may impact the ability of the library to implement the operational

steps. Most important, more or realigned staff (children's, system, janitorial, ILL, volunteer coordinators and outreach) could be needed, and it is beyond the scope of this report to know what is possible. LOG conducted interviews and outreach with the understanding that the 1833 Society wanted to know all opinions and will need to balance all the funding requirements in order to design a library that works for the community as a whole.

Within these suggested Vision Statements are some themes that require thought and balance for all planners. LOG has highlighted some of these issues, but does not consider the findings comprehensive. The 1833 Society, in combination with the trustees, staff, architects, and other planning partners, should be aware that creating a balance between opposite needs may be a key feature of any plans.

If the library adopts these Vision Statements, or a version of them, a next step is to see if the current Mission Statement fits these Visions, or if it would need to be modified.

**The seven proposed Vision Statements for the Library of the Future are:**

**Vision 1:**

Effective, Efficient, Safe, and Professional

**Vision 2:**

Central Information Resource for the Community

**Vision 3:**

Welcoming, Diverse, Engaging, Flexible Center for the Community

**Vision 4:**

Fundamental Component of Lifelong Learning including connections with other area organizations

**Vision 5:**

Library With Me: increase and improve immediate access to library services and bring library services out of the building to the community

**Vision 6:**

Distinctive Architectural Component of the community

**Vision 7:**

Library Ownership by Community: ability to feel independent and self-sufficient with resources and awareness of how to use staff and facility to meet needs.

## Vision 1: Effective, Efficient, Safe, and Professional

- Define processes, procedures and flow keeping in mind both patron and staff needs. Make smooth-flowing systems and workflows.
- Pay attention to practical details: loading docks, bathrooms, drop box (possibly drive through), materials processing, cleanliness, adequate workstations at main desk.
- In all aspects (stacks, rooms, etc.), make flexible space to respond to changing needs.
- Make sure librarians have patrons in sight lines and that safety is in design.
- Address book drop so that it is simple to leave books when you don't want to enter the library.
- Organize and review current information and resources to make more current and pique curiosity. Make browsing easy and fun.
- Address problem items: Overdrive, DVD check-out, ILL, programming, publicity, Catalog, 'Instant Gratification' of online purchases, due dates (consider long-term loans).
- Keep stacks for children, historical books and others. Organize some dynamic learning pods so that people can find key, new information. Display books so they are engaging.
- Have clear procedures on how to reserve spaces.
- Update clunky and off-putting software.
- Address fees for services and rooms. If difficult for staff, off-putting to community, and hurting education, then town should reconsider fees.
- Ensure policies don't impact usage (e.g., short term loans of e-books deters some SMS students, fees for business using the library).
- Make the library an efficient space in energy and use.
- Pay attention to circulation desk design (reference Peter Tennet's report), especially staff, storage and security.
- Build feedback culture. Ensure responses are welcoming to all groups.
- Improve outreach and information so that community knows what resources are available.

## Vision 2: Central Information Resource for the Community

*"Go to" spot for all community information. Links to external arts, sports, and education programs and events.*

### *Anticipated Tensions:*

- *Increased services with limited funding for staff*

- Get people in the door. Increase reasons for people to come to the library.
- Use consistent advertising.
- Increase capabilities of staff to assist patrons navigating diverse information (includes electronic devices, outside resources, etc.)
- Ongoing connections with community organizations working with same goals (e.g., River Center: attracting and uplifting families; schools: literacy and education; food banks: building competencies with recipes and nutrition information).
- Increase volunteer programs (literacy, trainings, education, outreach, etc.). Add a coordinator.
- Define role of librarian in the future and let people know how the library can enhance your work and life.
- Coordinate with organizations working on community calendars (Monadnock Center for History and Culture and Local Look Peterborough).
- Inventory resources available in Peterborough.

### Vision 3: Welcoming, Diverse, Engaging, Flexible Center for the Community

#### *Anticipated Tensions:*

- *Creating both a refuge and gathering space*
- *Increased services with limited funding for staff*
- *Desire for light and awareness of impact on books*
- *Town funding and need to be open to greater community to increase use*

- Emphasize importance of staff interactions, flow of patrons, and feedback culture. Use marketing strategies to improve satisfaction with library experience.
- Hold regular, diverse events. Consistency is key.
- Allow opportunities for refuge as well as connection. Balance need for space with feeling of coziness.
- Provide outdoor spaces, extended hours (Sundays and evenings; mornings for commuters and meetings), and cafe-- elements that increase opportunities for people to come and stay at the library. Consider creative openings (limited access, etc.) to allow library to be more consistently and more often available.
- Pay close attention to light (natural and electric), and make the library less dark.
- Consider options and messages projected to community for including school-district wide patrons and out of town users (fees and rules).
- Offer events that draw people in: movies, etc.
- Increase educational events (Poe readings, historical talks, etc.).
- Make space and organize more Art Displays.
- Make chairs comfortable (bean bags for kids/teens, others for older).
- Provide televised events, DVD collections, etc: things that draw people in who might not come to read books.
- Have resources difficult to access in Peterborough. Maintain WIFI, expand printing, open hours, copying, fax. Perhaps need to add systems librarian or outsource.
- Offer evening events.
- Keep variety in space (change collection pods, art activity in children's room, etc).
- Offer some children's events in evening or on weekends to connect with working parents.

- Provide cubbies, cell phone talking spaces, charging stations, small rooms, bike and stroller storage and other amenities that signal comfort and welcome to patrons.
- Offer non-traditional events if a gap exists in community (e.g., TV for Superbowl parties, Downton Abbey watching, Academy Awards, etc.).
- Address pedestrian access -more safety. Possibility of a bridge (glass or other) across river.



**Vision 4: Fundamental Component of Lifelong Learning including connections with other area organizations.**

*Increase image of library as a place to learn from books and other resources.*

*Anticipated Tensions:*

- *Increased services with limited funding for staff*

- Be a key connection to literacy.
- Improve comfort level of all patrons with collections and resources (what exists, how to access it).
- Offer transportation, book delivery or off-site events and services to patrons with differing abilities.
- Implement off site presentations and connections.
- Sponsor art shows from schools.
- Link to school programs (e.g. Accelerated Reader at SMS, Lexile Scores at PES).
- Offer virtual field trips for students and community.
- Increase ability to organize online classes (space, technology, advertising – clear rules about how to use spaces).
- Target education on technology, especially beyond basics: HTML, coding.
- Provide “add-on” education opportunities to teach community how to enhance learning (e.g., if you have Cub Scouts come, show them how to access information about subject they are learning; baseball forms, show what books are available and other resources; music event, expand information)
- Address special needs of patrons (e.g., sensory story time).
- Ensure adequate number of computers to meet needs.
- Be a place to create content (music, videos, 3D printing, maker’s space, books).  
Children want to create and offer books for loan too.
- Consider co-programming (storytime or crafts with parenting, ESL or author’s group).
- Don't downplay stacks or book storage, since they will be around a long time.
- Consider town-wide book readings.
- Help Rivermead catalog their holdings and make known to town.

**Vision 5: Library With Me: increase and improve immediate access to library services and bring library services out of the building to the community**

*Anticipated Tensions:*

- *Increased services with limited funding for staff*
- *Putting resources toward off-site use while also investing in building programs and services*

- Update electronic infrastructure (hardware and outlets).
- Make website seamless and less awkward.
- Provide mobile services to people with transportation limitations and to groups distanced from the library.
- Consider importance of e-books and make viewers available.
- Issue electronic library cards.
- Consider online book groups that include recommendations, comments, and meet-ups. Increase awareness that much learning is happening in groups online.
- Make meeting rooms internet capable and flexible.
- Ensure computerized catalog and links to PTL sites are available, visible and easily accessible at places such as Rivermead.
- Check for computer literacy in patrons and offer appropriate trainings.

## Vision 6: Distinctive Architectural Component for the community.

### *Anticipated Tensions:*

- *Large enough to meet expanded needs, yet still cozy.*
- *Children's space needs a place to be a little noisy and a place for quiet.*
- *Parents need to be able to see children and engage with resources beyond children's room, or have child-friendly areas elsewhere.*
- *Staff should be visible, yet able to have private conversations and have a private space to work on projects.*
- *Technology spaces should be useful, yet welcoming.*
- *Spaces for unique technology, yet not designed solely for that technology (flexible).*
- *Keep patrons in lines of sight, yet allow sense of privacy.*
- *Building should be functional and flexible, but community wants it unique, cozy and beautiful too, with historic features retained.*

- Create a beautiful, light filled building, integrated with outdoor spaces (possibly benches and playground, unique rather than common features- e.g., large stone frog versus swings, or outdoor wall for summer films).
- Take advantage of the river. Consider a bridge, perhaps a signature glass one, across the river. Have a glass bottomed reading/viewing space.
- Be aware that the library could be too big and impact friendly nature. Make it warm, cozy, unique and beautiful.
- Provide adolescents with unique space, but also clear expectations so they can use space and resources appropriately and independently.
- Keep staff available visibly for assistance, but able to engage in private conversations if needed.
- Create balance between need for noise and quiet refuge- both are wanted throughout the library.
- Recognize importance of unique and special features in design (items that made people happy: big bear, mouse, portico).
- Consider features, such as a small kitchen, that will increase flexible use but not define purpose of space.

- Build flexible meeting spaces (personal, group, and large group). Make them technology capable, but not box-like (people want a nice space to work in).
- Ensure ability to offer music events. A recital hall needs special features that are difficult to retrofit into an auditorium.
- Make space for cafe or food service.
- Create an engaging, intriguing exterior that makes people want to come inside.
- Include historical features and unique new features that help create memories and reason to visit.
- Build unique spaces for ongoing activities (maker's space, audio/visual, sound-proof rooms for music). These items were not noted as necessary, but always elicited interest. High awareness that these spaces could be costly and underused. Make flexible and unique, but not signature service.
- Consider unique additions that will draw new users and visitors: house Thornton Wilder collection or create a science center in the library.
- Consider mixed use (residential condos on top floor and commercial space). Each would boost downtown businesses and allow the library rental income while it ramps up its need for space.
- Use the Sharon Arts space survey to make certain spaces are not overlapping current community assets (planned or existing).
- Consider a separate section for business or history.



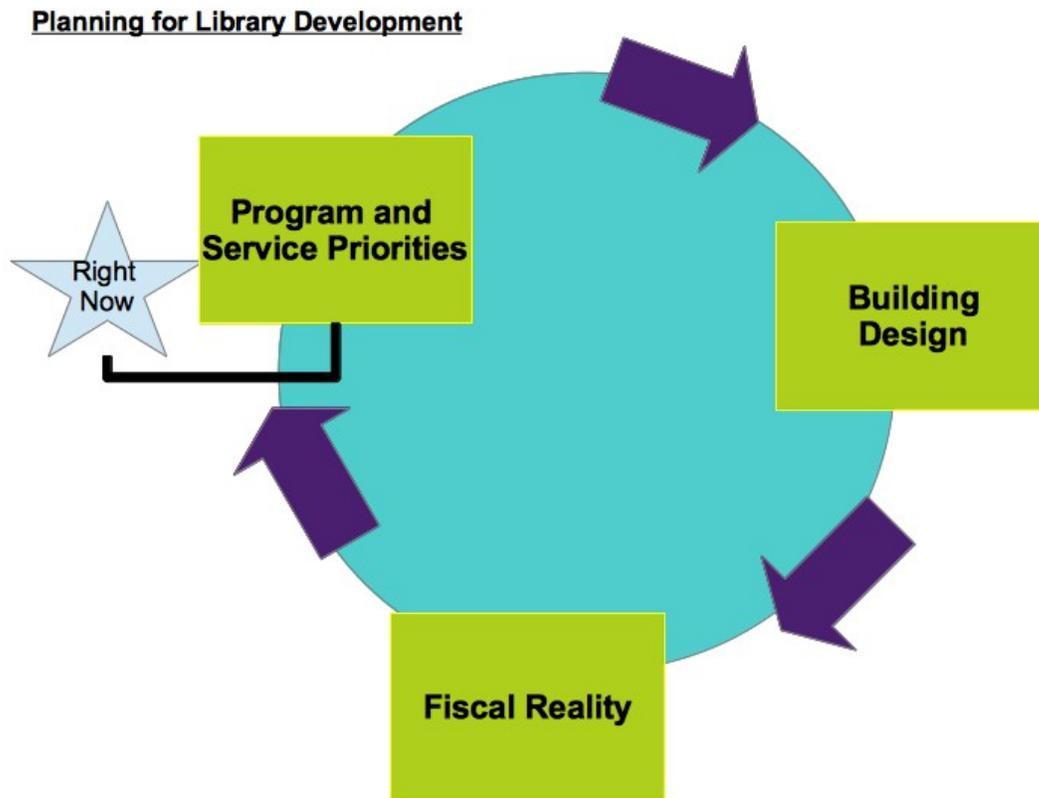
**Vision 7: Library Ownership by Community: Ability to feel independent and self-sufficient with resources and awareness of how to use staff and facility to meet needs.**

*Anticipated Tensions:*

- *Welcome all patrons, yet provide clear expectations*
- *Increased services with limited funding for staff*

- Provide clear rules, procedures and announcements of resources and programs, presented in appropriate ways with the goal of increasing use and independence of patrons. Make library a “known,” for people who aren't comfortable with libraries BEFORE they visit (videos, outreach, rules, etc).
- Ensure that all patrons are aware of resources of library (e.g., brochure, mini-tour when you get a card, flyer, video).
- Build appropriate feedback culture so that people can change things that aren't working and that community feelings are voiced early.
- Encourage and support use of space by community for diverse activities.
- Provide adequate and welcoming signage or e-devices to help patrons self-navigate library and resources.
- Conduct more outreach to let patrons know about programming, new books and culled books.
- Allow for quiet, private spaces if librarian needs to give confidential information.
- Provide sense of ownership for local businesses too: interview and meeting space, 'lab' space, job fairs with computers and teleconferencing equipment.
- Ensure library is fully accessible in space and resources. Work with special needs patrons to address needs in both planning process and ongoing operations.
- Address needs of special needs patrons (limits include having walk far to enter and get books, computers), and children (enclosed, separate room has benefits and drawbacks: parents don't want to feel uncomfortable if children make some noise while playing or visiting, but children value quiet space too).

Diagram used by LOG during Add Your Voice meetings to frame discussions:



# Summary: Peterborough Library Visioning Forum

## Summary for the Library of the Future Project

### POLICIES

Improve access to all resources (historical room, old books). Expand hours, especially in evening. Address fees for rooms. Research revenue streams. Consider making pet friendly.

### MISSION

A dynamic community center for lifelong learning and engagement opportunities for all ages that showcases Peterborough and history. A connection point with technology and resources. Address changing demographics. Focus on education and knowledge. Make adaptive and flexible.

### CONNECTIONS AND PARTNERSHIPS

A community clearing house for area programs. Maintain Kyes-Sage and Friends. Think: Middle and High School (esp. hard to reach students), entrepreneurs, nonprofits, other libraries, vocational training opportunities. Use external organizations to boost programming.

### OUTREACH

#### **ASSETS**

Monthly calendar at library of events

#### **OPPORTUNITIES**

Improve communication: broaden, make more regular, more useful, and implement a feedback loop. Use newsletters, e-mails and other marketing strategies. Collaborate with outside groups and travel to groups who have difficult transportation needs. Stay on top of demographics and desires for materials. Have a staff member for outreach.

### MATERIALS

#### **ASSETS**

Interlibrary loan, historical collection, print collection, DVD & Video libraries, periodicals (print & online), games and toys, free coupon and magazine exchange at door, large print books, audio books.

## ***OPPORTUNITIES***

Ease access to DVDs, e-books, historic books; increase books on tape, speciality books (homeschooling) and magazines (ask patrons). Allow users to know what is culled. Assume increasing digital books. Organize interesting areas (local authors).

## **PROGRAMS**

### ***ASSETS***

Museum passes, book groups, children's programs, rotating art exhibits.

### ***OPPORTUNITIES***

More art exhibits are wanted. Speaker program could be expanded. More adult programs. Know what is happening elsewhere. Think about kid programs in the evening. Increase art exhibit of month regularly. Offer teen programs and continuing education.

## **STAFF**

### ***ASSETS***

Responsive to needs and work well with public.

### ***OPPORTUNITIES***

Look to tech training/staff. Strengthen leadership and structure.

## **TECHNOLOGY**

### ***ASSETS***

Wi-Fi and computer access. Online catalog- ability to browse. Cheapest copy machine in town. Interlibrary loan.

### ***OPPORTUNITIES***

More electronic equipment- iPad and Kindles, outlets, and public computers. Increase and improve online services. Have infrastructure (space/trained staff) to be flexible. Add ability to teleconference. Add Color printer/fax/scan. Train patrons. Place to create content- (videos, presentations, video conferencing, Maker's Space, 3D printer). Don't forget cozy. Provide meeting spaces.

## **EDUCATION**

### **ASSETS**

Engages children and helpful staff.

### **OPPORTUNITIES**

Business Space access – Education and consulting for business, curriculum, teacher education, address changing demographics, "How to" or "Help section," empower patrons to do more and for groups to look to library as space for education.

## **BUILDING/SPACE**

### **ASSETS**

Good location and meeting space. Preserved historic part. Welcoming place for young and middle school kids. Quiet place for reflection. (Unique features) The mouse that greets kids. Good parking. Beautiful portico. Research room. Children's section. Art exhibits.

### **OPPORTUNITIES**

Handicap Access. Challenging noise w/ open space. Meeting space a challenge. Improve lights. Increase safety for children, staff and all patrons. Consider space for teens and a way for small children to make some noise in space. Concord Street access a challenge. Dropbox is a challenge. Want the portico. Doesn't take advantage of beauty of setting. No listening room or area for music, language. Need to show patrons how to navigate floor plan/resources. Pedestrian access is not good. Maker spaces. Café/Student Space. Large media space to teleconference/commute with other organizations and libraries. Small kitchen. Small theater. Adaptable plan. Exhibition space. Outdoor space. After school space- school bus stop. More places to store book bags. Space for audio/video editing. Children's area with more visibility from other parts of library or of exits so parents can watch/observe. River bridge. More stroller and bike rack storage. Lots of natural light. More parking, potentially under building.

## Peterborough Library Visioning Forum Input for the Library of the Future Project

On February 16, 2013, the 1833 Society, the Peterborough Library trustees, and the Town of Peterborough ran a large community forum to gather citizen input on a renovated and revitalized library for Peterborough. This forum focused on ideas for programs and services, although the community generated many ideas for building specifics during the discussions. Over ninety people attended the five hour meeting.

A Forum Steering Committee comprised of members of the community representing many different groups met for several months to plan the outreach and marketing, the questions, the structure, and many other details related to the Forum. The 1833 Society hired University of New Hampshire Cooperative Extension (UNH-CE) to assist with the logistics of running the Forum. UNH-CE trained community members, including seven high school students, in facilitation and recording skills. These community members formed six teams who worked with small groups to generate ideas and eventually make suggestions for priorities.

The structure of the day was:

- Welcome and background information on the Library, this project, and other current library projects and trends in New Hampshire and the United States.
- Group Mosaic of “What is the Peterborough Town Library Like Now” and “What Would You Like in Your Library in the Future.” UNH-CE facilitated this large group discussion.
- Small group (9-17 participants) discussion that asked:
  - What are the strengths of the PTL?
  - What are the weaknesses of the PTL?
  - Thinking 10 years from now, what would you envision for your library?
- Small group reviewed responses from vision question and used a feasibility and impact grid to rate each response. They chose three items to bring to the large group.
- The large group reconvened and voted on the items they felt most important.

Because statements made in the first part of the small group or in the mosaic were later refined for use in the feasibility and impact grid, there is some duplication of ideas. The reviewers decided it was important to keep and code all the information from the forum, even if it was an exact restatement of an earlier idea, because sometimes ideas captured later in the discussions (on the feasibility and impact grid) included refinements and clarifications. The reviewers determined that the nuance and detail of information was most important. Therefore, pure frequencies of responses cannot be calculated since many represent the same idea stated earlier.

Multiple reviewers coded the data to increase accuracy of categories. The reviewers worked with a firm understanding of the entire material, but there may be instances where an item would fall more appropriately into another category. If the reviewers felt that an item belonged in two or more categories, it was given a second or third code. Therefore a few comments appear in more than one category and an overall, exact frequency of comments should not be calculated.

## POLICIES

- Historic room access
- Access to historic room
- Meeting Space- people can't afford \$75/night for small groups
- Weekend and evening hours
- Free
- No fines for overdue books
- Increase evening and weekend hours
- Notification of how books are being culled- are there rules? List prior to patrons?
- Hours: weekend, evening
- No input on pulled/ put in books
- Not enough evening hours for working people
- Ways to find non-tax funding sources (funds, etc.)
- Additional revenue stream
- Hours
- Small budget

- Taking of space for revenue required
- Should not be a business (tax free) since tax free should not have to generate income as a budget offset
- Positive incentive for taxpayers
- Surprised by what is culled when you go looking for something
- Pet friendly

## MISSION

- Responsive to my needs
- A dynamic community center for lifelong learning and engagement opportunities for all ages
- Community center
- Not pushing how extraordinary Peterborough is (MacDowell, High Tech Publishing, 1st library)
- Connection point with technology and resources for people and by people (program, workshop, evening gathering) everything isn't sourced electronically
- Welcoming
- Community center social
- Community Centers
- Community resource
- Strong history behind this vital resource- something to be proud of- carry forward
- Place where people feel good, inspired, and comfortable
- Good Place to be
- Community Centers / Greater community services
- Clarify role of library
- Address changing demographics
- New vibe
- Changing Demographics/Community
- Libraries are knowledge—not books
- Demographics are changing- who are we serving?
- Retirees in tax base- change in role of library- as a publisher
- Clarity of mission

- Focus on education and knowledge vs. books
- Clarify library's mission in the 21st century with more focus on education and knowledge
- Aging population—serving older and middle age
- What will be the info needs x ages?
- Needs and tech will change—flexible and adaptable
- If we are successful—we become a regional asset
- Responsive to new markets of interest
- What will info needs be for all ages? Needs and tech will change
- Responsive to new markets and interests- adaptability and flexibility

### CONNECTIONS AND PARTNERSHIPS

- Community clearing house for area programs
- No middle and high school usage of library
- Kyes -Sage House 2nd book shop- we love it
- Collection point for people who want to recycle books/ to sell for \$100k to library
- Entrepreneurs—economic opportunity in the region
- Entrepreneurs, social economic opportunity in this region
- Nonprofits
- More investment in more children's programs, perhaps from outside
- More collaboration with other local organizations and other libraries
- More outreach to schools
- Inter-institution cooperation
- Kyes- Sage and Friends of Library
- Collaboration between library and schools around town
- Collaboration with all schools in town
- Friends of Library, and recycle of books = \$
- Connect to community important
- Variety of choice important adjunct to the schools
- "lower 30% of students" who fall through safety net-> kids who need safety net are disenfranchised-> Library's role to play, esp. since loss of youth center
- Provides inspiration for 30% too

- More partnerships with schools-some kids are interested in summer reading but family circumstances get in the way
- Middle School/HS relations: Principals, teachers, costs, time
- Middle School/HS relations: Programming
- Middle School/HS relations: Vocational training (NHBB example)
- Rivier College and Nashua Library are an example of joint approach to quality of education and community
- Stronger liaison with community

## OUTREACH

### **ASSETS**

- Monthly calendar at library of events

### **OPPORTUNITIES**

- No middle and high school usage of library
- Communication- feedback loop
- More collaboration with other local organizations and other libraries
- Broader outreach of comm. of area program
- Emails
- Newsletters
- Feedback from patrons on periodicals
- No input on pulled/ put in books
- Strengthen communications between library and community
- Better or lack of marketing
- Marketing—need to know what is happening
- More outreach services for those who can't get there easily (bookmobile to the Nursing home, etc.)
- Off -site services
- Communication loop with patrons
- Address changing demographics
- Paid PR/Marketing staff person who is also a liaison for community outreach
- System to collect what people want to see: Books, subjects, ongoing beyond suggestions list

- Library that reaches out, markets, informs, OUTREACH
- Bigger traffic
- Paid staff member liaison for community outreach (pr/marketing)
- Library Liaison for community outreach
- E-newsletter
- Increase marketing of services
- Electronic notification on how to access E-BLOG(?), e-newsletter, outreach, education
- More outreach to schools
- Shuttle bus and delivery services to and from: Riverwood (*?perhaps meant Rivermead?*), school, for people and materials
- Community outreach
- Shuttle bus delivery
- Toot own horn- good promotion
- Continue social media outreach
- Add e-newsletter and paper
- Connect to community important
- Outreach to assisted persons
- Bookmobile and programs
- Address changing demographics
- Public Relations/Marketing "toot your own horn"
- Outreach (bookmobile, materials and programs)
- Continue and expand social media outreach
- Add e-newsletter
- Library Liaison for community outreach who is NOT paid
- Aging population—serving older and middle age
- Community outreach at home
- Responsive to new markets of interest
- Better marketing of library services
- Did you know...E-newsletter
- What will info needs be for all ages? Needs and tech will change
- Responsive to new markets and interests- adaptability and flexibility
- Better marketing of library services

- Aging populace- serving older middle age community outreach at home

## MATERIALS

### **ASSETS**

- Interlibrary loan books fast
- Preservation of historical docs and records
- Keep good/well rounded print collection
- Keep print collection
- Worried about being all e --preserve rare and paper books, and history
- Preserve rare and printed books
- Great new books
- DVD & Video libraries
- Access periodicals (print & online)
- Games and toys
- Free coupon and magazine exchange at door
- Historical room
- Large print books
- Audio books
- Great collections to browse
- Newspaper and magazine section
- Cheapest newspapers in town
- Interlibrary loans
- Large print books
- Magazines and newspapers
- Efficient interlibrary loan- email fast
- Great research facility
- Books
- DVDs
- Periodicals
- Interlibrary Loan
- Diversity of options—materials—good job providing a variety of resources for space it has

## **OPPORTUNITIES**

- More efficient DVD checkout process
- More books on tape
- Access to Ebooks is very difficult
- DVD checkout lousy/poor location
- More magazine subscriptions
- Feedback from patrons on periodicals
- Not enough books on tape for those with hearing issues
- Surprised by what is culled when you go looking for something
- A section for “forgotten” books stored in basement—dig things out of archive and storage
- Homeschool books
- School textbooks beneficial
- Focus on reality of digital books
- Physical selection of lend/loan selection/comm. selection
- Exhibit historic books (museum quality)
- Readers
- Tools/cooking
- Larger print collection
- Greater diversity of periodicals
- Local author/self published books available and accessible
- Physical object collection
- Availability of archives
- Increased availability of archival material
- Book collection should continue to grow
- Grow book collection
- Provide tools, e-devices, and games for those who can't afford
- Focus on reality of digital books
- Combine digital and historical aesthetic of the library (physical books)

## **PROGRAMS**

### **ASSETS**

- Museum passes
- Book groups
- Special programs for kids and adults
- Adult book groups
- Children's programs
- Rotating art exhibits
- Pizza and pages book club
- Wonderful children's
- Art exhibits

### ***OPPORTUNITIES***

- Increase art exhibit of month regularly
- Strengthen the speakers program
- Access more adult programs
- Ability to access inter institution program
- Children's programs in evening
- Endowed programs
- More investment in more children's programs, perhaps from outside
- Broader age cross programming
- Age specific area and mixed age programs/areas
- Teen Program
- More community discussions held there (ex: ice storm)
- Continuing education programs(rather than adult)

### **STAFF**

#### ***ASSETS***

- Responsive to my needs
- 3rd graders to library/staff /summer reading
- Variety of quality services (personal attention)
- Reference support staff
- Personable about no library card- like "Cheers"
- Everybody knows your name
- Wonderful staff

- Sunday volunteers
- Tremendous resource support
- Staff works well with public
- Friendly and ships
- Staff and volunteers
- Resource= question and answer, staff capabilities
- Blog of technology librarian for hints on electronic devices
- Help and assistance available
- Brian – reference librarian!! Awesome

### **OPPORTUNITIES**

- Review general organization structure- who is in charge?
- Staff development and training to be up to date on technology
- Leadership: coordinating, presenting, relationships, community involvement
- Help with new technology (lend-out, training)
- Instruction on e-device
- Staff instruction on electric digital
- Tech staff for public
- Staff and Services

### **TECHNOLOGY**

#### **ASSETS**

- Wi-Fi Access
- Public computer access
- Easy to navigate website (catalogue)
- Online catalog- ability to browse
- Cheapest copy machine in town
- Wi-Fi
- Internet
- Wi-Fi
- Computer access
- Efficient interlibrary loan- email fast
- Online catalog

- Wi-Fi

## **OPPORTUNITIES**

- Access to more electronic equipment- iPad and Kindles
- More public computers
- Not very accessible online
- No renew online
- Are there enough public computers?
- Can't find outlets for personal computers- Wi-Fi is spotty
- No infrastructure to keep up with changes in technology
- Better software for online search book and info
- Software for searching, circulation
- More user friendly computer setup
- Electronic devices to borrow (iPad, etc.)
- Teleconferencing
- Color printer/fax/scan
- Help with new technology (lend-out, training)
- Self Checkout
- More electric outlets, more internet plugs
- Address changing technology/stay current
- Instructions on how to use technology
- Access to Ebooks
- Virtual library program
- Digital collection access online/off site access
- Virtual library (programs, live video, digital collection)
- Virtual Library
- Place to create content- videos, presentations, video conferencing
- Create content- facility to create and distribute
- Readers
- Digital learning center
- Maker's Spaces: small electronics, robotics, 3D printers
- Better catalogue search ability
- More internet terminals

- From home- check account and renew books/account management
- Services to self publish books in small print runs
- Updated tech center
- Self-checkout
- Electronic notification on how to access E-BLOG(?), e-newsletter, outreach, education
- 3D printing/fax/color printing/scan
- 3-D printers
- Cozy meeting areas with computer capabilities
- Well wired/ good Wi-Fi
- Well wired and good Wi-Fi
- Multiple flexible, well wired, free or inexpensive meeting areas (tutor spaces)
- Public computers in main library
- Well wired for Wi-Fi
- Self checkout- automated system to let patrons know is overdue
- Self publishing center
- Changing tech- keep current and prepared
- More outlets and power
- E devices available
- More Wi-Fi/ computer terminals
- Provide tools, e-devices, and games for those who can't afford
- More Wi-Fi
- More public computers
- Tech
- Access library remotely
- Connection point with technology and resources
- 3D printing
- Access library remotely

## EDUCATION

### *ASSETS*

- Personal recommendations on books and materials from staff and patrons
- Good place for youth to work

- Engages children through their growing age

## **OPPORTUNITIES**

- Business Space access – Education and consulting for business
- Curriculum, teacher ed.
- Address changing demographics
- Clarify library's mission to focus on education and knowledge vs. books
- Place/program: how to use a digital library
- Community center and place of education
- Maker spaces link
- Online courses (MOOCs) in a groups
- "How to" or "Help section"
- For and by people (program, workshop, evening gathering) \*everything isn't solved electronically
- Tutoring areas of different sizes for free or low cost
- Staff instruction on electric digital
- Electronic notification on how to access E-BLOG(?), e-newsletter, outreach, education
- Digital library and education programs
- More student useful
- Able to respond to training/education- classes
- Training as required
- Continuing education
- Self-directed education- everyone decides
- Provides inspiration for 30% too
- More partnerships with schools-some kids are interested in summer reading but family circumstances get in the way
- Middle School/HS relations: Principals, teachers, costs, time
- Middle School/HS relations: Programming
- Middle School/HS relations: Vocational training (NHBB example)
- Continuing education programs(rather than adult)
- Rivier College and Nashua Library are an example of joint approach to quality of education and community
- In these areas raise innovation and raise job diversity

- Focus on education and knowledge vs. books
- Lifelong learning and engagement (something for everyone and opportunities for all)
- A community center for lifelong learning and engagement opportunities for all ages
- Connection point with technology and resources

## **BUILDING/SPACE**

### **ASSETS**

- Meeting place for outside groups
- Stay in same place- don't move location
- Stay in same place
- Access to historic room
- Preserve historic part
- Preserve the historic part of our library building
- Retain historical aesthetic of the stacks in the library
- Welcoming place for young and middle school kids on own
- Quiet place for reflection
- Perfect location
- Meeting spaces
- The mouse that greets kids
- Good parking
- Beautiful portico
- A place to escape
- Communal space that allows for all of this- one location- community space
- Historical room
- Mouse
- Kyes- Sage and Friends of Library
- Comfortable seats
- Research room
- Ideal location
- Good meeting point
- Children's section
- Art exhibits

- Parking
- Kyes-Sage house
- Location—in town and walkable
- Good parking

### **OPPORTUNITIES**

- Handicap Access
- Make repairs
- DVD checkout lousy/poor location
- challenging noise w/ open space
- New meeting space
- No group meeting space/variety/layout/noise problem
- Stacks horrible
- Lighting problems
- Not small children safe/friendly- very unsafe
- Limited teen area/programs (computers, games, and activities)
- Lack of inexpensive/free meeting space/table space
- Multiple entrances= bad
- Could have more open rooms for meetings
- Need more natural light (without damaging materials)
- Line of sight needs improvement- glass so it doesn't reduce light
- Parents feel they have to keep their kids quiet so as not to disturb others
- Needs a separate dedicated children's room
- Open spaces can cause noise problems
- Parking/asphalt is ugly, visually displeasing
- Access in and out of parking to Concord Street is a problem
- Access for pedestrians to the dropbox is inconvenient/awkward
- We don't get to use the portico
- Not accessible for special needs
- Men's bathroom has no changing stations
- More toilets? (kids)
- Can't see outdoors, doesn't take advantage of beauty of setting
- Lack of space for individual or small group meeting

- No listening room or area for music, language
- Can't find outlets for personal computers- Wi-Fi is spotty
- No collaborative space
- Access danger from Concord Street, in future off 202
- Needs to open children's area
- Lack of maintenance
- Cleanliness of bathroom
- Staff visibility of patrons from front desk
- Hall dark, needs light
- Meeting spaces of various sizes
- Building is rundown
- Could use all spaces (with rsa? Even Kyes-Sage? Clarify?)
- Lack of map and directory- need better for patrons
- Terrible meeting space
- Space limitations +ADA access
- Security issues (2 people needed or library shuts down)
- Facility costs
- No parking when meetings are going on, no space left for users
- Use of riverfront is weakness
- No pedestrian access that is safe
- Staff office space, meeting space
- Accessibility—ramp gets icy and pitch isn't ADA compliant
- Parking
- Orientation, signage, how to navigate floor plan? Safety issue
- Depressing, embarrassing meeting rooms
- Terrible lighting—stacks, bookshelves
- Hard to find something to due to shelving
- Regular books, large/oversize books have run out of room-use top and bottom shelves
- Maker spaces
- Tutoring and meeting areas for small groups at no or low fee
- More cozy/comfortable for a p.m. for reading

- Stacks- less crowding, lights to see what isn't at eye level (bifocals!)
- Café/Student Space
- Business Space access – Education and consulting for business
- Large media space to teleconference/commute with other organizations and libraries
- Small kitchen
- Small theater
- Adaptable plan
- Adaptable space and meeting rooms- mobile
- Exhibition space
- Outdoor space
- Outdoor seating
- Structure- based off the original
- Key is flexibility as things change
- After school space- school bus stop
- After school space
- Protect historic architecture and add modern building
- Historic room access
- Walkable central location in village
- New library (protect old architecture)
- Community center
- Act as place to socialize
- A place to socialize
- Community center
- Operating room for chips
- Access to plugs
- Place to be productive, individually
- Click free zone/ Click tolerant zone
- Maker spaces link
- Maker's Spaces: small electronics, robotics, 3D printers
- Arch. Needs to be an expression of what the building is and can be
- Maker Space
- 3-D printing maker spaces

- Flexibility and adaptability of space and resources to adapt to future needs.
- Hope to have sub dividable meeting spaces
- More natural light
- Drive through book return
- Coffee shop or café
- Improve visibility at front desk
- More places to store book bags
- Space for audio/video editing
- Handicapped accessible
- Safe for small children
- Stairwell, bathroom, sight lines
- Amenities for small children
- Parking with building over it
- Garden to sit in, read, enjoy
- Children's area
- A small meeting area
- Tutoring areas of different sizes for free or low cost
- Homeschool
- Café
- Age specific areas: children, teen, adult
- Quiet rooms for study
- New front door access
- Exhibition space
- Updated tech center
- Children's area with more visibility from other parts of library or of exits so parents can watch/observe
- Small theater for comfortable presentations
- Viewpoint and more physical space
- Design that is logical for staff
- Age specific area and mixed age programs/areas
- Quiet space or rooms
- Conference center

- Cafe
- Teen center
- River bridge
- Children's illustration museum
- Café/ Conference Room/ Theater/ Technology Ready
- Handicapped accessible
- Elevator
- Less steep
- Easier Parking
- Architect- library
- Enter through entrance
- Alarm system
- Space- especially children's room. Children's shouldn't mix with adults
- Limited teen area
- Security
- Cozy meeting areas with computer capabilities
- Natural light with sun
- More stroller and bike rack storage
- Completely handicap accessible (elevator?)
- Multiple flexible, well wired, free or inexpensive meeting areas (tutor spaces)
- Cozy reading spaces
- Child/Family safe (kids area with bathrooms?)
- As much natural light as possible
- UV protection on windows? Green.
- Security/beepy thingy?
- Increased teen-friendly areas (Homework/computer)
- Patron Storage (secure)
- Outdoor seating/ meeting and lunch area (Wi-Fi)
- Maker's space
- Meeting Spaces
- Appropriate space for all ages
- Generator so never loses power so can be a central space

- Small meeting rooms for almost any purpose—but also flexible
- Place to be productive/ text free zones for students to hang out
- Flexibility of space- clean
- Outdoor seating area to read (roof?)
- Walking bridge along the river
- Café- opens to open space
- Plenty of access (plugs, etc.) for people to bring stuff
- Sustainable building (LEEDS)
- Flexibility of space
- Outdoor areas
- Sound control
- Sustainable building
- Bridge up the river
- More community discussion spaces
- Small meeting room
- Generator
- Building that is sustainable, high performance, and flexible
- Community Spaces
- Green building =model for other library
- Drive through book drop off
- Area for research, separate and by function quiet
- Separate loud space= kids
- More space- go vertical
- Elevator access
- Elevator, electric chair access
- Separate areas (research, quiet areas, and children's areas)
- More space- build vertical?
- Green building- model for other libraries
- Drive through book drop off
- Building
- Flexible space
- Attractive space

- Better community meeting space that can be divided
- Flexible meeting space (arts, makers, courses, education, technology)
- Dedicated section for kids with lots of hands on (toys and tools— non-digital)
- Café in the library
- Cafe in library
- A community center for lifelong learning and engagement opportunities for all ages
- Flexible meeting space: arts, makers, courses, education, and technology
- Kids section w/ hands on stuff, toys and tools, hands on stuff
- Café
- Aesthetically pleasing, visually pleasing
- Logical layout
- More parking, potentially under building
- Inside and outside space—extension of children space
- Space for children to be children
- Tutoring spaces: smaller and larger for study- multi-use rooms to accommodate needs and interests
- Space for children to be children
- Aesthetically and visually pleasing
- Logical layout
- Tutoring spaces, smaller or larger for study
- Multi use rooms to accommodate needs
- Inside and outside space- extension of children space
- Cafe
- More parking, potentially better building. Adequate onsite or off
- Aesthetics-look, feel, and layout
- More access for personal laptops

### **GENERAL COMMENTS**

- Operating room for chips in brain
- Adequate onsite or off
- Project into the future
- Think about trends- but think that trends may be obsolete

## Summary: Add Your Voice Meetings

### Summary for the Library of the Future Project

#### POLICIES

More hours, especially evening, would be helpful. Be predictable with hours. Investigate Interlibrary Loan issues. Explore fees and how they impact usage. Allow longer book check-outs.

#### MISSION

Be a meeting place, an inspirational quiet refuge and responsive to community.

#### COLLABORATIONS AND PARTNERSHIPS

Look to area groups (schools, non-profits) for similar populations and services.

#### OUTREACH

##### **ASSETS**

Facebook is good.

##### **OPPORTUNITIES**

Lack of knowledge of programs, services, and resources and how to navigate them. Website is very important. Need a freshness and make people feel they fit in. Build up learning in all patrons. Ongoing feedback culture. Consider a mobile extension to community. Get people through the door for anything, then they can see resources. Marketing: 1) Creation of need; 2) "definitional", I'm in here – what is there for me; 3) Now that patron is here, what happens?

#### MATERIALS

##### **ASSETS**

The books and historical room are key materials.

##### **OPPORTUNITIES**

Ease Interlibrary Loan. Spruce up and diversify book and resource collections. Add more e-book resources.

## **PROGRAMS**

### **ASSETS**

Storytime, events.

### **OPPORTUNITIES**

Regular time for programs, and more programs (eclectic and engaging). Use community and other connections to help make more opportunities. For kids, keep it fresh and interactive- offer low-staff programming too (self-building projects). Explore co-programming (crafts for kids while parents have meeting). Films and movie nights, perhaps even TV watching- dramas, sports. Online classes and newcomers club.

## **STAFF**

### **ASSETS**

Personal interactions with librarian can make all the difference.

### **OPPORTUNITIES**

Library staff more engaging and available to patrons (recognize need for more staff).

## **TECHNOLOGY**

### **ASSETS**

WIFI is key. Printer and copier are helpful.

### **OPPORTUNITIES**

Search needs to be eased. Think about access of library on devices- library online-- make website very useful. Educational games for kids. Review computer use and availability. Kindles. Faxing. Other equipment OK- but best to be flexible and open to new technologies.

## **EDUCATION**

### **OPPORTUNITIES**

Provide connections within sub-communities of users.

## **BUILDING/SPACE**

### **ASSETS**

Art Gallery, location, kids' area. Many find it quiet and useful. Historical section.

## ***OPPORTUNITIES***

An inspirational quiet refuge-cozy. Balance privacy with security, quiet with noisy spaces. Address aesthetics to make library more welcoming and fresh, especially entrance. Improve external book drop off (convenience). Consider a small cooking area. Don't make too much space (need staff to watch and feels less friendly). Small meeting rooms. Flexible building. Expand art offerings and exhibit space. Really allow light. Food and beverages. Children's space enclosed, or just some part enclosed. Take advantage of the view of the river and also the view of other side of Concord Street. Outside integrated with inside. Outside area. Make it useful and unique.



## **Add Your Voice Meetings**

### **Input for the Library of the Future Project**

To capture information from people who could not attend the Forum, the Library Outreach Group (LOG) ran six alternative, less formal meetings downstairs at the Peterborough Town Library from March 9 to April 4, 2013. Each meeting ran about one hour and asked the same three questions:

- What draws you to the library? What is working, what is special?
- Why does it draw some people and not others? What isn't working?
- How do you envision the library 10 years from now?

The informal structure allowed for follow-up questions and additional questions of interest. LOG targeted each meeting to a different user group: adult readers (2 meetings), homeschoolers, young adults, young children, and children. Attendees were not limited to the focus topic of the meeting and often spoke on a variety of needs. Each meeting began with a short background of the project and explained that our primary purpose was to talk about programs and services, not the actual building plans.

These meetings met three purposes: gather additional ideas for the project, increase knowledge of the project in the community (LOG conducted significant outreach to each target group about these meetings), and increase sense of the library's willingness to listen to community opinions.

Although most meetings had low attendance (1-3 individuals; one meeting had over 15), the detailed information added unique ideas. Attendance was voluntary for each meeting and it cannot be assumed a complete representation of community opinion.

Each meeting had a facilitator, a note-taker (except at the first meeting), a scribe writing on flip charts, and a greeter.

Multiple reviewers coded the data to increase accuracy of categories. The reviewers worked with a firm understanding of the entire material, but there may be instances where an item would fall more appropriately into another category. If the reviewers felt that an item

belonged in two or more categories, it was given a second or third code. Therefore a few comments appear in more than one category and an overall, exact frequency of comments should not be calculated.

## POLICIES

- Like that you can renew online
- Historical room – lots of interesting, valuable items, no one knows, difficult to access
- Interlibrary loan doesn't go out of state anymore
- Paying for it would mean they would find another place to go.
- Hours are good
- It's a shame that library is closed on school holidays when kids could come.
- Shut down the wifi at a certain time. In Ann Arbor there are cars in the parking lot using it after hours.
- Open 2 evenings during week, could get books after school
- Was nice that kids could have library cards just because they were ConVal students
- Come to Library because no Internet at home. Nice that it's open until 8 Tues & Thurs. Would like more evening hours.
- Resources work fine. Hours are a little hard
- I don't come as often because I can't remember which night the library is open late. Consistency of hours is somewhat of an issue, limiting.
- My husband comes home at 7 p.m. He almost never uses the library.
- Hours are variable enough so I don't ever think of it. I usually come in the day. Would like more consistent, predictable hours.

## MISSION

- Some kids don't feel welcome at Adams playground; don't have social skills; same thing happens with public library. Yes, can do things collaboratively. The vision of the classic crabby librarian doesn't fit.
- What draws you to a library? idea of the library (1st free library supported by taxation though this person said they didn't use it much)

- Lack of freshness and "buzz"
- More of an inspirational quiet refuge
- Problems with Peterborough Library – remote character of library
- Problems with Peterborough Library – need more emphasis on library's new role of being a meeting place
- Make it more exciting. It's exciting to get new books.
- Don't check out books. Have many unread books at home.
- The socializing aspect is important going forward.
- Idea of library is important, is history.
- I have most of my reference stuff at home or online.

### **COLLABORATIONS AND PARTNERSHIPS**

- Draw in Conval students, interact and get opinions from them, they think they have all they need at the high school
- Library and River Center can offer complementary programs., i.e. "How do you introduce your kids to books"
- Try to integrate with schools, after school programs. Could have yo-yo classes, art, sewing, etc.

### **OUTREACH**

#### **ASSETS**

- Likes the Facebook page
- How do you get information about the library? Writer's Group
- How do you get information about the library? Personal communication
- How do you get information about the library? Facebook is great – clearer than website. Twitter not necessary.
- The library is important to the community

#### **OPPORTUNITIES**

- Historical room – lots of interesting, valuable items, no one knows
- Feels like library is out of touch with the community
- Librarians need to reach out to patrons/users to help in an appropriate way
- Problems with Peterborough Library – lack of freshness and "buzz"

- Didn't know about downloadable
- The library is less and less interesting to people our age.
- Library feels empty – check statistics on usage
- Website is too cumbersome
- Need more connection with broad community (Children's seems OK on that front)
- Problems with Peterborough Library – more sense of community
- Problems with Peterborough Library – lack of outreach
- Problems with Peterborough Library – don't know what's there
- Problems with Peterborough Library – decline in excitement, interest, events since parents' time
- Problems with Peterborough Library – now less interest in library
- Some parents wouldn't let the afterschool program take the kids to the library because they didn't want to be responsible for a book. Adult literacy problem keeps kids away from here, if parents can't keep up. There's a "no you can't have access to that," a discomfort with a culture of literacy because they would not know what their kids were reading. It's a population that doesn't come.
- PES doesn't come regularly, just some of the teachers bring their students and not all the time.
- Not current on program info. Don't hear too much about what's offered – hear about it after it happens.
- Would like online for library info.
- Out of town membership fees expensive. If you are going to renovate, you want people to come from other places. Key for bringing people from outside of town.
- People now used to having all their information come to them.
- People think they aren't going to fit in.
- The image that it's all old people and would scare young people away.
- I didn't know the library catalog is online. Why didn't I know?
- Draw in Conval students, interact and get opinions from them, they think they have all they need at the high school
- Weekly email. Newsletter could have new titles, events. Newsletter could have facts about history of town. Would attend a history class. Would like to know more about resources.

- Web design can make or break how stuff is used.
- I'm kind of surprised I haven't used the book group. I go to other book groups.
- New titles could be advertised on a sign, events, announcements
- Weekly column in newspaper (varying topics, staff rotated)
- Survey to find out about usage, needs, wants
- Monthly calendar visible at front desk for all to see (and have something on it)
- Library as a community center – people see it as that, rather than as a special club/snooty?
- Strike sensitivity in potential patrons
- Provide more sense of the free access and information available at the library
- Maybe a literacy program, or reducing concern about damaged books
- Roadshow to PES to reach kids whose teachers aren't going to come down here.
- Mobile extension, wheels to community
- Mini books-on-wheels taken to school. Check out books in the classrooms.
- Two-pronged approach. Have to get parents to come. If kids jazzed up, then parents will come.
- Underserved populations: can we reach the parents who need more support.
- Get people in the door for anything, any program – scouts, etc. The library gradually becomes thought of as a safe place. More vibrant offerings. The trauma is getting through the door.
- Outreach to kids; introduce kids to books
- Can we bring the library into a group then bring the group to the library so they can see what the library looks like?
- Communication between librarians, River Center, private citizens
- Contact groups that use the library to see how things are/what might be different.
- People could write blurbs for newsletter on books they have read.
- Market it to people who are interested – who do use. Large portion who read no matter what. Café/ lunch; movie night; friends like to talk about movies.
- Events that are not library focused as a way to bring people here. Just get people in – first step.
- Online. Survey Monkey. Quick, no travel, anonymous.

- Preaching to the choir today (already library supporters) – Get people who are not interested, don't care, don't know – Get them to the space
- Music and food would get a whole bunch of people.
- Basically, marketing. Part of marketing is visibility.
- Marketing: Creation of need; got to be something on the marquee beyond cute, must create curiosity to see more; step 2 "definitional", I'm in here – what is there for me; step
- Now that patron is here, what happens? Where's the connection? Probably the librarian.
- Post-Purchase feelings: I feel good because I went. Must leave patron with good feeling about having been at library. Thinking, "I feel good because I did this at the library," means a likelihood of another visit.
- Phillip Kotler: buyer behavior model
- Like the school greeters – first impression

## MATERIALS

### **ASSETS**

- Interlibrary loan service
- Historical room – lots of interesting, valuable items, no one knows, difficult to access
- What draws you to a library? interest in archeology
- What draws you to a library? Interlibrary Loan
- Problems with Peterborough Library – lack of means to buy books individually
- Read Hunger game series from library
- A good selection of books for the space.
- Would bring son all the time. He would love the books. He still remembers the big bear. He's not a huge reader now.
- Ability to access Consumer Reports and such online from home.
- Just to look up books to see if they are here. Have remotely used Consumer Reports.
- Keep the big bear
- Books, reading materials
- Historic resources
- Historical room – lots of interesting, valuable items, no one knows, difficult to access

- Periodicals
- New books
- E-books
- Audio books
- Home schooling resources
- Education materials for grandkids
- DVDs. The DVD collection is really interesting. Adding more commercial titles might help.
- For long commute, uses audio books.
- Love to check out art – just saw it when I was there – didn't read about it.
- When going on vacation did check out books
- I use audio books a lot, have positive opinion of overdrive.
- I use it for videos and a few books. I tend to buy books.
- I like having a book in hand
- Reference – I use it periodically

### **OPPORTUNITIES**

- Make it more exciting. It's exciting to get new books.
- Could use more early readers – kids go through so many.
- Library loan hard to do. Have to go through Brian
- Improve book selections – some topics are missing/ skimpy, narrowly focused
- Improve book selections – nonfiction is old, not useful in many areas (travel, medical, etc – big gap 2000 vs. 2013
- Don't see that [resources] as being a big draw
- My whole library is in my iPad mini. (150 books)
- Check out books for a month instead of 2 weeks.
- Resources for homeschooling
- Long term loans
- Don't do away with books
- Music would be nice
- Mango languages; foreign language materials
- Textbooks – could get examples so parents could browse.
- Donated books (for homeschoolers to use?)

- I don't see books on shelves 20 years from now – some historical books, but most will be imaged. We'll see a lot of devices for reading and listening, space for meetings.

## **PROGRAMS**

### **ASSETS**

- Book sales
- Art Gallery
- Homeschoolers go to pizza and pages.
- What draws you to a library? events
- People and learning and sharing
- Did storytime at PTL and elsewhere. Good to have space for story time so they could be kids.
- I was looking for story time. I don't know how I found out.
- New in town, have met people, particularly at the Poe lecture series. Liked it! Found out about that due to sign on front door of library.
- Stargazing night – came to one a couple of years ago.

### **OPPORTUNITIES**

- Make programs at a regular time so expected and looker for (and forward to)
- Problems with Peterborough Library – need more educational opportunity
- Doesn't come to programs. Not a draw
- Library director/ staff chosen programs (assume staff knows what people might want)
- Departmental programs (genealogy, technology, etc.)
- Musical, Visual, and other performance events
- Library and River Center can offer complementary programs., i.e. "How do you introduce your kids to books"
- Philosophy session. High school goes to hospital for space, but could come here.
- Try to integrate with schools, after school programs. Could have yo-yo classes, art, sewing, etc.
- Increase weekly or bi-weekly groups
- Resources for homeschooling
- In Moultonborough library children's area, they are always building something.
- Volunteers (in these groups) can use training.

- More programs, 1-2 times per month, promote
- Make programs eclectic and engaging (music, travels, issues, authors, sing-along)
- NH Humanities Council programs (free to library) - materials, speakers provided
- Problems with Peterborough Library – more poetry readings
- Activities like bridge – community building activities
- Collaborative learning support; learning pods (example from universities)
- lectures
- More interface with and activities for children
- More events, especially for music and art, especially local art
- Make library come alive like Hancock Library (although it has less competition from local events than Peterborough)
- Kids do crafts while parents talk with parenting educator.
- Place to explore and connect; film studies a new medium of exploring the world; Interesting films shown and discussed.
- Movie night -- family movies nights – charge \$2-3.
- Cinema series/documentaries
- Like when it is not a commitment – just go and listen
- Things not book related would attract
- Movie night. There's nowhere to watch sports in Peterborough. Shows that a lot of people like to watch together. Important TV events.
- Would consider taking classes here
- Could use help with taxes and coding work. More and more people need to know HTML in their work. There are free online courses.
- Newcomers club. Can meet people my age at Harlow's. Would like to meet more people that were less interested in drinking. Could do music at Library. Would love to come to hear jazz & classical
- A study group on online courses. There's no one to help you when you take online courses.
- Have evening events because people are working in the day.
- What would bring you here more often? Special Events
- Would come to art classes here.

- Library is a place to learn. Opportunities for classes. Food banks need to teach cooking basics. Could also do more advanced classes such as continuing education. It's the logical venue and could be a source of revenue.
- More targeted programs. Have a reputation for quality programs that would attract homeschoolers and others.
- Aging region – people have come here to beauty, culture, family. So there is a lot of expertise that's untapped.
- What are the gaps? More book clubs
- What are the gaps? Chess Club
- Target programs to get them in the door
- How-to sessions or such might bring people in
- My husband would attend Great Courses. He exchanges with a friend. He listens to them on the way to work.
- More services for special needs
- I'd love adult education.

## **STAFF**

### **ASSETS**

- Lexington, Mass., has a good library but librarians are unfriendly. Here the librarians are friendly – help us so much.
- People who work here knew my son by name. Could make recommendations for him; they would save weeded books for him.
- Librarians here are awesome. They'll email a list of new books. I love to check out the art. Found out about it because I saw it there
- What draws you to the library?: Lisa and Brian
- Lisa makes such a difference. Service/Helpful/connection
- Staff is great
- Love the children's librarian
- Staff is really helpful with information

### **OPPORTUNITIES**

- Librarians need to reach out to patrons/users to help in an appropriate way

- Reconfigure research area – reference librarian too hidden away; should be more visible for help
- Problems with Peterborough Library – need more staff
- Problems with Peterborough Library – more staff interest and helpfulness
- Problems with Peterborough Library – patrons not central
- Problems with Peterborough Library – more help with research
- Privacy in conversations with librarians
- Librarians to help with online protocol (which sites are garbage vs reliable, etc.)
- Would like librarians to make recommendations based on interest
- Problems with Peterborough Library – customer center staff
- Staff needs to engage patrons more
- More volunteers in children's room
- The librarians' role is changing. Librarians' future role will be teacher or information provider. "Facilitator"
- Librarian could be a resource to recommend books, but there are a lot of places online that do that.

## TECHNOLOGY

### **ASSETS**

- Have not found too much of value in the stacks, but wifi has been helpful when my home system is down or slow.
- Internet access
- Ability to access Consumer Reports and such online from home.
- Just to look up books to see if they are here. Have remotely used Consumer Reports.
- Internet service (don't have at home)
- What draws you to a library? wifi
- What draws you to a library? public computing
- Uses quiet work space, brings own computer and uses WiFi.
- Printer/copier access

### **OPPORTUNITIES**

- Problems with Peterborough Library – data bases facilities
- I do almost all my reading online. "I always have my library with me."

- Public computers are too open, no privacy for someone doing work of a sensitive nature
- Problems with Peterborough Library – more relevant computer
- Problems with Peterborough Library – better computer search
- Problems with Peterborough Library – not "user-friendly"
- Problems with Peterborough Library – need more search capability – current, on-line catalog
- Problems with Peterborough Library – catalog is not user-friendly
- There aren't any computers available for kids to use. Lots of educational software available – enrichment and remedial. Now no way to do that. A lot of things we need to do to serve kids. Even games. Do we encourage kids to come to the library alone? What is procedure in case kid misbehaves. How old does child need to be to come to PTL alone? Can they check out a book? What are the rules?
- There is a perception that it's hard to get a computer at the library for those who are conducting a job search
- Computers are old, need updating.
- Expensive. "I know people who would use it" Not sure how large that group is. This equipment at UNH is used quite a bit, not sure how large a crowd would use here. Not sure if investment would pay off.
- Web design can make or break how stuff is used.
- expand computer area, which is now an "afterthought"
- More computer access; Kindles
- Faxing
- Might use it for projects, but don't know how expensive it is.
- A 3-D printer would be "so cool"
- What would bring you here more often? Technology
- AV needs (powerpoint)
- Smart Screen would be helpful for teaching.
- Careful of technology for sake of technology
- Photo Shop could be really helpful.
- My son and his friend could find it interesting. They have video cameras. They have some equipment at home but not the high-end stuff.

## EDUCATION

### **OPPORTUNITIES**

- Community recommendations
- Notebook or link where homeschool parents could share thoughts or connect in the town

## BUILDING/SPACE

### **ASSETS**

- Art Gallery
- Kids seem very comfortable here. It's a place where they can come. A place where he could be. It's a safe community place for kids. That's really important to me.
- What makes PTL unique? It's a landmark.
- Library a good place to be quiet and read
- Keep the big bear
- I don't think of it as separate from downtown.
- Proximity – central location
- What draws you to a library? Meeting Room
- My son would gravitate to the blocks and I was free to look around for myself. If it was a special room, parents would need to know it's OK to leave kids there.
- Uses quiet work space, brings own computer and uses WiFi.
- Use it as a space to work
- When away, libraries are a quiet place to read away from home
- If I'm here to write, I bring my Mac. It's a good place to think and read.
- Keep The old section.
- Historical room – lots of interesting, valuable items, no one knows, difficult to access

### **OPPORTUNITIES**

- Problems with Peterborough Library – more of an inspirational quiet refuge
- Areas where book selection is lacking is due to lack of space.
- Reconfigure research area – reference librarian too hidden away; should be more visible for help

- Public computers are too open, no privacy for someone doing work of a sensitive nature
- Problems with Peterborough Library – should be more ecologically relevant
- Problems with Peterborough Library – too "grey"; get a color wheel;
- There's no well-defined children's space
- Meeting room could be a "little more welcoming."
- All the shades are pulled down in the library.
- Library could be more attractive, spacious. More comfortable aesthetics of area for kids.
- Book drop-off could be easier.
- Right now not a cozy, quiet, safe place
- Current meeting room (due to atmosphere) is "wrong place" for a meeting of the quilting club.
- What word would you use to describe the library? Tired
- Reading space now seems really exposed.
- I'm not interested in meeting people. I like to be cozy. A wingback chair is not cozy to me.
- Need a drive through book drop
- Privacy in conversations with librarians
- Will separate spaces (i.e. children's) create need for more staff for safety?
- Beautiful space
- Cooking Stove
- Too much space could be unfriendly.
- I love to see this be a meeting spot for things – interesting topics, movies, a place to listen to music – would like services for low vision, language tapes. Listening carrels or rooms.
- Reference/research area should be contained/separate but open
- Small rooms that can be "checked out" for long-term use. (weeks, months?) (fees?)
- Study carrels, small meeting rooms
- Flexible building – who knows what will come; must be able to adjust
- Improve lines of sight – more eyes on space
- Improve way books are displayed

- Art exhibit venue a natural extension
- Entrance should be welcoming -appealing
- There should be a marquee describing events (remark that driving by for 50 years and never "tripped" to go in); Something that grabs you, pulls you in;
- Building should be renovated with more glass and sunlight that says "we're here for the future"
- Keep library as a refuge and quiet place where one can sit in a comfortable chair and read a book
- Food and beverages should be available
- Dedicated children's room
- Read periodicals all at once in comfortable chair, take books out; space could use expansion and enclosure, though it's still very pleasant.
- Reconfigured children's space
- Fun, bright, speaks to kids on their scale
- Children's space should be enclosed with glass and include a bathroom (safety feature).
- Would like to be able to see door to children's space while looking at adult materials.
- Adaptability/flexibility
- Community living room (surrogate home)
- Skylights
- Would like enclosed room where you could talk on the phone or meet with others. Students collaborating on a project. Doubt that I would want to pay for it.
- Event space that you could rent – for baby showers, etc.
- Take advantage of the view of the river and also the view of other side of Concord Street. Outside integrated with inside.
- There's no playground in the center of town. Could be benches outside library and a children's area.
- Would use spaces – meeting rooms – small ones with 4 chairs and a computer system with swivel monitor.
- Silence and the ability to discuss.
- Café a great idea – could have self-service coffee and tea
- Really like the idea of a café

- Open hours – ask a local place to franchise – “Aesop’s North”
- Doesn’t need to be full lunch
- Have a space that people can come to.
- Ability to use library for homeschool co-ops. Conference room use is great (not using technology too much right now)
- A place where we could connect, share homeschool thoughts. Could have regular meeting time or area where there are resources. A lot of this is online now.
- Space/opportunity for regular meetings
- Kids will always need physical books and interesting space.
- The Mariposa has a bed where kids can go & read.
- For adults, the library needs to become a community center, almost, a meeting place.
- Could use small room, for about 8 kids for things like a poetry workshop, multi-purpose
- Cubicles are disappearing in business. Now workspaces can be meeting spaces for teams of three to five. Desks are workstations now. Mobility of people who are working. Need flexibility. It’s a mistake to decide a room should hold 20 people. Suggest walls that come and go and curtains that can subdivide larger rooms for smaller uses. Consider sound issues.
- Community groups (like Rotary) need a place to go to research programs and implement programs.
- Kids room does need to be separate
- Especially as books become less important, then space as welcoming/comfortable becomes more important.
- Space in future can be too big
- Escape from the mad world outside
- Space should be welcoming, comfortable, almost cozy, with natural light.
- Use LED lighting, not fluorescents.
- More cozy sitting spaces
- A ton of outlets (for laptops)
- Cozy spots
- Spaces where you can have quiet

- My son might come here if there was a meeting space – a place where that could bring their guitars, play music; if there was a coffee shop.
- Pay attention to foot traffic – moving space for librarians and patrons
- Project spaces that could be reserved short-term (free)
- In Ann Arbor, Mich., the high tech room is not used. It got obsolete really fast.
- Ann Arbor library has brushed cement floors, allowing stacks to be moved with no carpet stains.
- Accessibility from the back door difficult—no elevator.
- Footbridge across the river would be awesome.
- Cafe
- Improve traffic patterns in library for staff – thresholds that you have to push carts over
- Would like table space where people could do projects. Sometimes you have to go to a different spot (than home office) to be productive.

### GENERAL COMMENTS

- Regular users from Peterborough (5?), New Boston (2?), Rindge (2?)
- Not as often as I used to be. Used to come when her son was little.
- So much to be done now, hard to think into the future
- Problems with Peterborough Library – books no longer a draw
- Problems with Peterborough Library – future library is not going to be about books
- Problems with Peterborough Library – grandchildren love books – don't make them disappear
- Problems with Peterborough Library – if books disappear, will lose our history (which will not download)
- Want to be able to go to library more when retire.
- Two working adults makes it hard to get to library
- Library is a symbol
- My sense of “my library” came from my parents. Of course you went to the library. Love of library is taught
- Families important for culture of libraries
- PES library is academic

- Unknown is worse than the known
- If child is left in a separate children's room and kid wants to go find mom. What happens?
- I would not leave him in there. I'd stick around.
- Does not use audio books
- Why are young people not using the library? People are mostly online. A lot of people don't read that much.
- Why are young people not using the library? Some are, but more are not using the library.
- Why are young people not using the library? Don't feel the need for the physical space.
- What we read is based on other's recommendations.
- Buy books at book sales – have a lot of books at home. Use the Kyes-Sage, but it's "never open."
- Books waiting at home for him to read. Read "Blink," which was passed around among a group of friends.
- Lending books "dangerous," you never see them again. "transfer the checkout"
- Depends on the type of book it is.
- Don't discuss books a lot because don't read at the same time as my friends.
- So many books, hard to know where to start
- Most books I read come from recommendations
- Don't check out books.
- Has a TV, but uses it only to watch DVDs, etc., not TV shows.
- My siblings use Greenfield Library all the time. They used to come here quite a bit.
- Information is easy to come by with computer.
- I meet people at the computer terminals. Interesting group of people: Social aspect.
- I'm here to hear other people talk about broadband and how it's unique or not.
- Balance new potential with what we like about it right now. How to walk the balance?
- I never understood the pushback on the library budget.
- There's not anything that would draw him [teenaged son] in.
- At home I have an iMac, Adobe creative suite.

## **Summary: South Meadow School**

### **Summary for Library of the Future Project**

#### **POLICIES**

##### ***OPPORTUNITIES***

Address access: explore district-wide use, increase ease for student use of the library (e-cards, hours), and expand knowledge of resources and policies.

#### **MISSION**

##### ***OPPORTUNITIES***

Vision a community center- a central 'go to' location with librarians as facilitators of learning. Don't try to stop electronic changes.

#### **CONNECTIONS AND PARTNERSHIPS**

##### ***OPPORTUNITIES***

Need for library to work with District (not just Peterborough and Sharon) to enable greater collaboration. Practical opportunities such as expanding the Accelerated Reader program to the library and offering community space to the schools to display student art.

#### **OUTREACH**

##### ***OPPORTUNITIES***

Need to think about how to get the students in the library so they can learn what it has to offer (any 'foot in the door' activities).

#### **MATERIALS**

##### ***ASSETS***

Middle school students still want paper books.

##### ***OPPORTUNITIES***

Navigating the library is key: knowing what is available, how to access it, easing electronic interfaces, and feeling confident in skills and purpose. Explore ways to make more high demand titles available. Think about renting Kindles and educating students on how to access library e-books. Consider expanding borrowing privileges to board games and video games.

## **PROGRAMS**

### ***OPPORTUNITIES***

Adolescent programs could be clubs or targeted help (such as homework support). Think about having an auditorium with screens for multi-media experiences. Again, District-wide connections mean great support by the schools.

## **STAFF**

### ***OPPORTUNITIES***

Ensure staff have a consistent policy for working with adolescents and some training on how to handle communication.

## **TECHNOLOGY**

### ***ASSETS***

Free WI-FI

### ***OPPORTUNITIES***

More, faster and better technology (laptops, computers, WIFI, Ipads, Kindles, touch screens) and appropriate furniture (lockers to charge devices, designed for tech, stations, outlets) is desired. Use technology to help navigate the library space and resources (touch screen directory). Use technology to enhance education (virtual field trips). Use technology to improve access (e-cards or code, better check-out and e-services- increase knowledge)  
"Bunch of little lockers where you could charge and clean your Ipad while looking for books:  
"E-Book Groomer.""

## **EDUCATION**

### ***OPPORTUNITIES***

Use technology to enhance education. Connect with school reading programs and ensure kids feel capable of self-navigating the library.

## **BUILDING/SPACE**

### **ASSETS**

Many middle-school Kids go to the PTL to be picked up by parents later

### **OPPORTUNITIES**

A comfortable, modern space appropriate for adolescents, perhaps with separate space and a cafe. Art space for collaborations. Quiet and noisy spaces, even study pods. Place to store bags.



## South Meadow School Input for Library of the Future Project

The Library Outreach Group (LOG) worked with South Meadow School (SMS) in Peterborough to gather ideas for the Library of the Future Project. Principal Richard Dunning met with us, gave some of his ideas, and suggested having the teachers ask the students for ideas and asking the students to go home and collect ideas from their parents.

SMS's student population is primarily from Peterborough, but students come from Sharon, Temple, Dublin, and Greenfield too. The students are in 5th to 8th grade (age range approximately 11 to 14 years old).

After the teachers collected ideas, the LOG met with the staff to hear about their findings and the staff's own ideas. Staff were encouraged to use the online suggestion box if they wished to make additional comments after the meeting. Those online comments are not included here and would not be identified as coming from SMS.

The following is a compilation of the ideas gathered from students, parents and staff at SMS. Items that fit more than one category were included in both. An asterisk indicates that there were multiple entries for an item. We are unable to confirm if students from all backgrounds were represented.

Multiple reviewers coded the data to increase accuracy of categories. The reviewers worked with a firm understanding of the entire material, but there may be instances where an item would fall more appropriately into another category. If the reviewers felt that an item belonged in two or more categories, it was given a second or third code. Therefore a few comments appear in more than one category and an overall, exact frequency of comments should not be calculated.

### **POLICIES**

#### ***OPPORTUNITIES***

- What about if school libraries were available to area residents AND the district purchased PTL library cards for each school so that the PTL was available to staff and students ("universal district library card")? Enormous potential here, maybe even for

cost savings by reducing duplicate copies of books and resources (library could count on it as revenue).

- It is important that it is free to access for students
- Out of kids who know that the on-line books exist – 2 week checkout is cumbersome for students when they are tackling large books
- Open longer on Sundays – those hours are valuable to me

## MISSION

### **OPPORTUNITIES**

- Make the library consistently the “go to location” when you need a service.
- Probably won’t be a need for paper books because everyone will have something that they can read off of
- What is the new role of the libraries as education is “flipping” from teachers being the “disseminators of knowledge” to the “facilitators of learning”?
- No libraries, all will be electronic
- Combined library and community center with computers, programs, and classes

## CONNECTIONS AND PARTNERSHIPS

### **OPPORTUNITIES**

- What about if school libraries were available to area residents AND the district purchased PTL library cards for each school so that the PTL was available to staff and students (“universal district library card”)? Enormous potential here, maybe even for cost savings by reducing duplicate copies of books and resources (library could count on it as revenue).
- AR levels/points for books (*note: Accelerated Reader is a reading program that SMS uses where students read books at their own level and take short tests to gain points*)
- Important to have strong connection between school and library
- Benefit is the greater availability of books – creating a collaboration so that there can be less duplication of books and more access across libraries
- Bring Art into the community: have display cases and areas that could display student art.

- It would be great to have a “museum” place where a class a month could showcase work outside of the school hallways

## OUTREACH

### **OPPORTUNITIES**

- Some staff shocked by how many have not been to the PTL
- But then the students were surprised at what the library has to offer – need to think about how to get them in the door.

## MATERIALS

### **ASSETS**

- Many didn't want “real books” to go away
- Should be real book options also

### **OPPORTUNITIES**

- Easier to find books
- They need help figuring out how to use and find resources
- Out of kids who know that the on-line books exist – 2 week checkout is cumbersome for students when they are tackling large books
- Number of books available, especially for high demand titles – waiting lists are hard for students – it can be weeks or months – students are stuck if you can't afford to purchase the book
- State download is difficult to navigate – hard to see what is there – is there a better way – “not enough titles that would fit the bill”
- Multiple copies of popular books
- Have new copies of older books or fix older books that are falling apart
- More games
- More of a selection
- More copies of popular books
- Bigger selection (lots of resources)
- If it is all electronic books, people who don't like them will not read
- Map for book selection
- Kindles for rent

- Ebook technology
- Electronic aspects of reading and text important - "I do most of my reading and listening electronically"
- Audio books on kindles were the number one request
- Although many students use electronic books – didn't know that they could from the state
- Borrow board games/video games/movies (as well as books)
- All electronic books
- Kindles
- E-books
- AI Book delivery (*note: Accelerated reader?*)
- Mostly electronic books
- Archive of town documents and oral histories

## PROGRAMS

### **OPPORTUNITIES**

- What about if school libraries were available to area residents AND the district purchased PTL library cards for each school so that the PTL was available to staff and students ("universal district library card")? Enormous potential here, maybe even for cost savings by reducing duplicate copies of books and resources (library could count on it as revenue).
- Auditorium that was large enough to have screens that the ibooks could use to experience a book in a community with enough people to interact with the text visually. Edgar Allen Poe book example – there are apps for Poe writing. Helps kids comprehend the story.
- Clubs for them
- In Keene, volunteers come in and help provide homework support

## STAFF

### **OPPORTUNITIES**

- Perception of the library – some librarians are wonderful with adults, but stern with the kids – the kids might need to be taught how to search things out, but some are better with teens than others – they will not be welcomed

## **TECHNOLOGY**

### **ASSETS**

- Free WI-FI

### **OPPORTUNITIES**

- Nicer furniture/ computers
- More computers
- More laptops
- Better Wi-Fi
- A place to access Turbo Tax.
- Take for granted that people “know” how to get around a library – easier to find things – touch screen directory
- Electronic system on a wall to help you find materials
- Ipads available
- Ipads and Kindles available (also keep books)
- Kindles for rent
- Ebook technology
- Electronic aspects of reading and text important - “I do most of my reading and listening electronically”
- Virtual field-trips – going to the library to take a tour of the Parthenon or museums around the country
- Auditorium that was large enough to have screens that the ebooks could use to experience a book in a community with enough people to interact with the text visually. Edgar Allen Poe book example – there are apps for Poe writing. Helps kids comprehend the story.
- Library cards get lost – is there a number or a code that students can punch in
- Ability to do virtual field trips – museums, or exposure to other parts of the world

- Electronic notification from books that they are overdue
- Bunch of little lockers where you could charge and clean your Ipad while looking for books "E-Book Groomer"
- TV system to go on virtual trips
- Electronic library cards, electronic catalogue and electronic checkout
- Portable laptops
- Ipad stations
- Touch screen computers
- Borrow books online
- Reserve and renew books online
- Digital inventory of books that you can look through (online library)
- Places to plug things in
- Places to watch videos/virtual trips

## EDUCATION

### *OPPORTUNITIES*

- Take for granted that people "know" how to get around a library – easier to find things – touch screen directory
- Perception of the library – some librarians are wonderful with adults, but stern with the kids – the kids might need to be taught how to search things out, but some are better with teens than others – they will not be welcomed
- AR levels/points for books
- Virtual field-trips – going to the library to take a tour of the Parthenon or museums around the country
- Could be a center to go and get work done for students
- Ability to do virtual field trips – museums, or exposure to other parts of the world
- TV system to go on virtual trips

## BUILDING/SPACE

### *ASSETS*

- Many middle-school Kids go to the PTL to be picked up by parents later

## **OPPORTUNITIES**

- Nicer furniture/ computers
- Most people go to bookstores now – it's a real "hangout" place
- Electronic system on a wall to help you find materials
- Map for book selection
- Could be a center to go and get work done for students
- Café – place to eat or get a drink
- Bring Art into the community: have display cases and areas that could display student art.
- Auditorium that was large enough to have screens that the ebooks could use to experience a book in a community with enough people to interact with the text visually. Edgar Allan Poe book example – there are apps for Poe writing. Helps kids comprehend the story.
- It would be great to have a "museum" place where a class a month could showcase work outside of the school hallways
- Adolescent section of the library – WI-FI connectivity and "clubhouse" – no adults permitted
- In NJ, there is a section for the adolescents – "kicking out the oldsters"
- Place dedicated to them
- Students priorities were food – can I get a snack when I go there to do my homework?
- Wing back (bean bags) and lazy-boy chairs
- Room to meet to finish projects – where they can meet and talk, Access to computers and printers
- Area for group work where it could be a little louder
- Area for refreshments
- Bunch of little lockers where you could charge and clean your Ipad while looking for books "E-Book Groomer"
- Silent room/area
- Lounge/Café
- Room for Children

- Lots of different areas (books, meetings, activities, reading with your children) – these areas should be easy to locate as well
- Separate room for children
- Larger reading areas
- More community gathering space (meeting rooms, etc.)
- Lounge area
- Quiet space as well as space for group study/collaboration
- Places to plug things in
- Places to watch videos/virtual trips
- Study pods

### GENERAL COMMENTS

- Librarians will be robots
- Organized by subject

## Peterborough Elementary School Students

### Input for the Library of the Future Project

The Library Outreach Group (LOG) worked with Peterborough Elementary School (PES) to gather ideas for the Library of the Future Project. After meeting with Principal Ben Loi, LOG met with teachers and staff. Teachers agreed to administer a short survey to students or hold an open discussion. LOG agreed both methods would be useful, but it is important to note that the survey and open discussion collected different information.

Almost all first through fourth grade classes participated. The following is a compilation of the ideas gathered from students. In the survey, teachers were asked to give one form to students who have visited the library since the beginning of the school year, and a different one to students who had not visited.

LOG is confident that most students, from a variety of backgrounds, were reached. LOG cannot attest to the accuracy of the information. Some children may have been influenced by the answers of their peers, some may have felt social pressure to identify themselves as users, and others may have confused the PES library with the PTL.

Multiple reviewers coded the data to increase accuracy of categories. The reviewers worked with a firm understanding of the entire material, but there may be instances where an item would fall more appropriately into another category. If the reviewers felt that an item belonged in two or more categories, it was given a second or third code. Therefore a few comments appear in more than one category and an overall, exact frequency of comments should not be calculated.

#### Students who have used the PTL since the beginning of this school year:

#### What is your favorite thing about the Peterborough Town Library?

#### Materials

Thirty-seven students said that books and getting books was their favorite thing about visiting the library. Second favorite was getting movies (11 students). Mad Magazine (3 students) was popular too.

Specific comments included:

- Well . . . I like the kids section!
- The section with the comics and graphic novels.
- Cat books/dog books.
- The Pokemon movies.
- That the books are in order.
- The books on tape.
- They have World Record books.
- I like the young Adult section of the library.
- The new book shelf.
- The chess set
- The adventure books
- Puzzles

### Programs

- I like Toven.
- I like it because you can play checkers and have cake when its the Library's birthday.
- I liked when the magician came over.
- Watching the animal show and other fun events.
- My favorite thing about the PTL is the events. (Four students)
- To play chess and read.
- That there is more than just books. There are movies and fun things to do.

### Staff

One student said, "It has friendly people willing to help you."

### Technology

Three students said the computers were their favorite thing.

### Education/Learning

One student said, "Have fun and read with my family."

### Building/space

A giant bear you can sit on was a favorite with three students, and the stone mouse with three others. Six students spoke about how they appreciated the quietness, with one saying "It is peaceful, calming and I love that it is not as new as stuff now."

Specific comments include:

- The rocket ship
- Well . . . .I like the kids section!
- My favorite thing about the Library is that you can read in bean bags.
- It's a short ride.
- There's stuffed animals.
- My favorite thing about the PTL is that there are lots of cozy places to read.
- How organized it is
- Little kids place.

In general, the younger children mentioned books as their favorite most consistently, while older children added in more votes for events, computers, and quiet.

**Students who have used the PTL since the beginning of this school year: If you had a magic wand, what would you change or add to the Peterborough Town Library?**

### **Materials**

Books (general=8), requests for additional copies of popular books (3)

Specific books:

- Disney books.
- Way more comic books. (3)
- I would add a couple more sections with science and geography.
- Sports books. A lot of them.
- All Harry Potter books (2)
- Pokemon books
- More picture books

Movies were requested too (general=6).

Specific movies:

- Lord of the Rings movies.
- Less horror movies and a mini Harry Potter world. All the Harry Potter movies. (2)
- James Bond movies.

One student requested more Percy Jackson books on tape.

Students would be interested in borrowing video games and controls too (4). "DS" games were mentioned once.

Additional comments:

- Write your own book and put them on a special shelf for other people to read.
- I would add CDs.
- More Mad Magazines.

## Programs

Animals ranked high for programming.

- I would add a cat you can read to.
- A library pet.
- Have dogs come in more often.

Three students said they would be interested in watching movies at the library.

Additional comments:

- More shows.
- Add word searches.
- I would add a book club.
- Write your own book and put them on a special shelf for other people to read.
- I would put a TV in the Town Library.
- Tie Dye

## Staff

One student wanted more employees.

## Technology

Easier search and more computers were the highest request (7). Also requested were "Kindles that you can take out", and "Pads/IMacs."

## Building/Space

Many students are happy with the library as it is now (7). Several wanted a bigger kids section (4), more chairs (4) -specifically rocking and bean bag, an elevator (2), more big bears (2), and general bigger library with more floors (4).

Unique ideas included:

- a swimming pool (2)
- an observatory
- a summer outdoor reading space

- a Lego Pit
- The place where you hangout in a glass room under the river.
- I would have an indoor playground.
- Toy section.
- Canadians' posters. Bruins posters.

Additional comments:

- Well, this is odd but I really like the way it is, but take away some of the shelves and put in more space for people to read.
- In the library, I want a place to play.
- Bigger check out place with more employees. More open. More ways to enter.
- Nothing other than it's sometimes a little loud.
- A little place (or room) for kids to look at books before checking them out.
- I would want to put in a place where kids can read alone. Also a play room.

**Policies**

Students mentioned some policy changes that they would like to see:

- I would change it so that people from all towns in NH could get books.
- Whispering.
- I would allow pets.
- Music. A candy jar.

**Students who have used the PTL since the beginning of this school year: What kinds of programs or classes are fun to do?**

7 Read to Toven

7 Lego Club

7 Book Club

8 Storytime

6 Don't know

8 Arts and Crafts

5 Research/History

3 Cartoons/Comics

2 Cooking

5 Languages (ancient to modern)

6 Confused with PES Library

3 Writing

5 Animals and reptiles

4 Sports

15 Misc. Programs/Events:

- I think that a library fundraiser would be fun.
- The ones about dinosaurs.
- Science.
- Computer Club
- Do Free Read (one day every two weeks when you can get books for FREE!)
- 4th graders go on a field trip there and read to smaller kids.
- Play checkers.
- Bring famous artist.
- Shows.
- All of them.
- I also like the puppet shows.
- Piano
- Origami Club
- Puppet show
- Magician

4 No programs/ just books

1 Word Searches



**Students who have not visited PTL since the beginning of school:**

2 out of 27 kids have visited another library (25 have not).

***What kinds of programs or classes are fun to do?***

3 Read to Toven

2 Legos

1 Storytime

3 Arts and Crafts

3 Confused with PES

1 Animal care classes

1 Sports

2 Summer reading

4 Misc. Programs/Events:

- My favorite thing to do are programs because I can make stuff.
- Have clubs.
- Famous people read. A movie every Friday and Monday. A food place to eat.
- I would like them to have famous artists.
- Computers

4 No programs

***What would make you want to come to the Peterborough Town Library?***

**Outreach:** Posters of the books you have.

**Materials**

- I would make a puppy book and leave it there for another kid.
- More books
- More books about cats and dogs
- Tiger books
- Cat and dog books
- Comics.
- More games
- To read books

- Puzzles
- Good movies and books.

### **Programs**

- I would come to the library if the library had fun programs and classes.
- I would make a puppy book and leave it there for another kid.
- A battle between Mario and Luigi
- If there were more animals that came.
- Famous people read. A movie every Friday and Monday.
- Read aloud.
- Play chess
- Read aloud.

### **Building/Space**

- I would come if there was a cafe.
- A food place to eat.
- A glass roof on it.
- An indoor pool and a disco party room. A concert room for Benjamin Lasnier. Also an indoor water park.
- Bean Bag chairs

## PES-Open Discussion Responses

Five classes, two from first grade and one from each other grade 2-4, chose to have an open class discussion. One of these classes completed the survey too. The data from these open discussions is not comparable to the survey data, but provides some different response than the survey provided (most notably, what makes it hard to get to the library and what the students actually did at the library). LOG gave each teacher a suggested list of questions, but allowed them freedom to modify the questions and the structure to best suit their class' needs.

For most responses, it is not possible to know which students were users and which were non-users. Because of the different questions, the data would lose its richness if combined and therefore is presented in a raw form. Unlike the survey data, because a teacher moderated the discussion, the chance of a student mistaking a feature of the PES library for the PTL is low.

After reviewing the data, some key points can be culled from these responses including:

- Approximately one-quarter to one-third of each class had not visited the PTL since the start of this school year.
- Students value the book and media materials, and the check-out policies.
- Students value having a quiet space in the library.
- Many children like what is being offered, but would like "more" of it.
- Many children voiced the theme of community center space and a desire for unique programs and features.
- Busy schedules are the main reason it is hard for students to get to the library.

The information is presented in a table, with similar categories next to each other, but limitations on comparisons remain and should be taken in account in any analysis.

<u>A First Grade Class-Summary</u>	<u>A First Grade Class-Summary</u>	<u>A Second Grade Class-Summary</u>	<u>A Third Grade Class-Summary</u>	<u>A Fourth Grade Class-Summary</u>
	4/18 have not been to the library	5/16 have not been to the library in the past year	2 Summer/vacation visitors 1 Weekend visitor 2 Event Visitors/Storytime/Shows 5 Rarely to Never	(wrote they asked about libraries, so not certain about PTL in specific)

<p><b>Likes:</b></p> <ul style="list-style-type: none"> <li>Quiet</li> <li>Starwars Books</li> <li>Mystery Books</li> <li>Fairytales</li> <li>Friday Storytime</li> <li>Computers</li> <li>Good selection</li> <li>Different floors/levels</li> <li>movies</li> <li>Staff is nice</li> </ul>	<p><b>Favorites:</b></p> <ul style="list-style-type: none"> <li>-Book selection (3)</li> <li>-choosing how many books you want</li> <li>-quiet (2)</li> <li>-no TV</li> <li>-movie check-out</li> <li>-storytime</li> <li>-coloring</li> </ul>	<p><b>Favorite:</b></p> <ul style="list-style-type: none"> <li>-Playing chess</li> <li>-So many books</li> <li>-Summer program</li> <li>-Reading to Toven the dog</li> <li>-Wooden blocks</li> </ul>	<p><b>Favorites:</b></p> <ul style="list-style-type: none"> <li>-Storytime</li> <li>-Scavenger Hunt</li> <li>-Shows- puppet, animal</li> <li>-Games: chess, checkers, puzzles</li> <li>-Toven- reading to the dog</li> <li>-Check out movies and books</li> <li>-Slide shows</li> <li>-Special readers- legends . . .</li> <li>-Calming, stress reliever, place to read books, get books</li> </ul>	<p><b>Favorites:</b></p> <ul style="list-style-type: none"> <li>-Books</li> <li>-Computers that have internet connection</li> <li>-Play video games on computers</li> <li>-Some toys</li> <li>-There is a child section and an adult section</li> <li>-Like the quiet there</li> <li>-It has a lot of information that you can't get in a classroom</li> <li>-Can rent movies</li> <li>-It is a good place to do your homework.</li> </ul>
<p><b>Dislikes</b></p> <ul style="list-style-type: none"> <li>Loud in children's section, at times</li> <li>Not enough computers</li> <li>No snacks</li> <li>Not enough copies of a book</li> <li>Hard to find books</li> </ul>	<p><b>Classes/Programs/Changes</b></p> <ul style="list-style-type: none"> <li>-Sell ice cream.</li> <li>-Give library cards to children 4 and up.</li> <li>-Have electronics to play with.</li> <li>-More crafts.</li> <li>-New books to check out.</li> <li>-Watch movies there/ movie night.</li> <li>-Movie night</li> <li>-Painting/Art club</li> <li>-Reading club</li> </ul>	<p><b>Class/Programs/Changes</b></p> <ul style="list-style-type: none"> <li>-Yoga room</li> <li>-More chapter books for grades 1-4</li> <li>-Lego books and Lego building station</li> <li>-Craft books and craft making area</li> <li>-More computers and games</li> <li>-Video games and movies to borrow</li> <li>-A lounging area</li> <li>-A kids' room</li> <li>-Robotics building table</li> <li>-An outdoor reading garden</li> <li>-Family nights</li> <li>-Eyes on Owls</li> <li>-Reading programs</li> <li>-Free food</li> <li>-Scavenger hunt- find book with author and title</li> <li>-Legos</li> <li>-DVDs</li> </ul>		<p><b>Classes/Programs/Changes</b></p> <ul style="list-style-type: none"> <li>-Do my homework in a peaceful place</li> <li>-There is a 3-D printer available to the public</li> <li>-Variety of really good books</li> <li>-I would like to be able to see book recommendations on their website</li> <li>-I can find friends there</li> <li>-They have live animals sometimes</li> <li>-A corner with pillows and beanbag chairs</li> <li>-To find peace and quiet so that I can get into a really good book quickly</li> <li>-You can lie down on the gigantic bear</li> <li>-More 'fun' space: More toys to use (Legos) and more comfortable beanbag chairs</li> <li>-More computer</li> </ul>

				<p>games for kids -More drawing books</p>
	<p><b>Actually did there:</b> -Listened to someone read a book. -Looked at books. -Sat on big teddy bear and looked at a book. -Sat and relaxed. -Checked out books.</p>			<p><b>Actually did there:</b> 14 students have visited 14 - I went to get a card 12 -read a long book and slept on the bear 10- went to see the owls or other presentation 10 -went on a field trip 9- went to get a book 9- cuddled with the giant mouse 8- played chess or checkers 7- went to see Lisa B. 6 -got a book and curled up on the couch 6-I've gone to read to the dog 5 - summer reading program 3- use the internet 1- to use the copier</p>
	<p><b>What makes it hard to get there:</b> -Don't know where it is. -Mom and Dad too busy or tired. -Too far to walk. -Parents have to work. -Already get books from the school library. -My mom never took me. -Parents busy.</p>		<p><b>What makes it hard to get there:</b> -Time -Transportation -Schedules (sports, parents' work) -Not interested</p>	<p><b>What makes it hard to get there: (?just users)</b> 13 - Other activities or library not open 12 - Bus stop would be great 11- Can't always find the book I want. They are on the waiting list. 9- Sport practice 5- Crossing the main road. It is a busy street- 202</p>
		<p><b>Other town libraries used:</b> -Hancock with dad -Francestown with grandma</p>		

		-Keene with mom -Greenfield with dad		
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## PES Staff Meeting

Input for Library of the Future Project- May 8, 2013

LOG met with PES Staff to express appreciation for helping with student surveys and share results. Additionally LOG opened the discussion to ways to strengthen the relationship between the PTL and PES and support the teacher's work. LOG gave PES an invitation to visit the library with their students for the Summer Reading Program and information about how to use the online suggestion box to add additional comments for the Library of the Future Project.

- Lisa coming here to an all-school assembly to roll out the summer reading program
- I feel like I am really connected only when I walk my kids down – wish I could do more
- If the library had special programs like visiting authors – that would be a reason to bring the kids down
- At beginning of the year, could we work out how to get them library cards? They want to go with their cards and be responsible for their books. Lisa could do a read-a-loud while we are there.
- Lexile score information at the library
- Current library situation is not conducive to hanging artwork – they would like to display children's work

## **Downtown Business Leaders**

Input for Library of the Future Project: May 7, 2013

- Crotched Mountain Center library light years ahead of PTL. That librarian is someone to talk to.

### **Do you use the library?**

- Yes, have a card, but don't use it as much as I used to.
- I use overdrive, download books electronically through the NH coalition. It doesn't feel unwieldy, but it's not intuitive. Just bought a Kindle two weeks ago.
- Some people will still want books.
- My two children are readers (all electronic). (To get young people to the library) put in a café. Give them a place to use technology together. Knowledge based system, going online to learn as a group. Educational system is going to have to change.
- Library should be less a home for books.

### **As business people, is there a connection between a revitalized library and improved business climate?**

- Investment in a library sets an example – stimulates other investments in downtown, increases property values.
- (To attract tourists) you have to put something special in the library, (It could house the Thornton Wilder collection, for example.) otherwise, not sure it's a tourist destination.
- I don't think people are coming to Peterborough just to see the library. If it had a glass bottom reading room over the river, that would be different, or if it's totally green.

### **What could the library provide for business?**

- A new library would have space the chamber does not have. I hope the library would look to reach out and be forward leading – be a living organism.
- Classroom space would be desirable.
- The Town House renovation changed Peterborough. Town made an investment, showing the town committed to excellence.
- Hannah Grimes (Keene) a good place to talk to.

**What are we doing so our kids can have a library experience like we had?**

- 12-year-olds are not interested in the same stuff that 12-year-olds were five years ago. You have to keep up with trends. A children's librarian is an important part of that.
- The kids and I would like it if the library were beautiful.
- Kennebunk has a special science center. The older kids still want to go to that library.

**How could a revitalized library help your business?**

- I'd like to have a small room for training or interviewing.
- Used the library for that two years ago.
- Wanted to use the library for live streaming of an event, but there is no Internet connection in the meeting room.
- If you had that, more people would come.
- Be careful not to have public space be in competition with others.
- A space survey was done by the (Sharon) Arts Center.

**How can we encourage interactions between the library and businesses?**

- It would have to be at no cost.
- Have a big outside wall that films could be project on.
- Need collaborative efforts.
- Success like at the Players selling out on opera. This could make money to supplement the library.
- A good strong library draws people and encourages people to stay here.
- People came to RiverMead partly due to the good library.
- Infill in downtown has been discussed. They wanted to attract young people.
- People who want to move to town are looking for condos; next they'll be looking at RiverMead or Sand Hill .
- We could be the pre-RiverMead community because: 1) these residents would have no children and 2) they would buy condos. Condos better than rentals, which can attract transients.
- Many towns in southern Maine have done exactly that. That's where Peterborough has an opportunity.
- More people help business.
- Peterborough is the community corridor.
- People don't need to come downtown anymore (outlying stores like Shaw's, and electronic banking).
- More and more people want the condo lifestyle.
- Where do you go if you sell? Can't be here if you want to go to a condo.

- Cities have invested in home areas (neighborhoods & green space).
- Young people move there. Older people move there. They can live in a nice place and have choices for things to do.
- Those are things we can actually provide here.
- Put a tech desk in the library.
- Put condos on the top floor of the library.
- Use the old model – commercial space within public buildings.
- Start with rentals to pay bills and later convert to library space.
- Some colleges have built retirement housing on campus.
- You may have a line of people just wanting to see how you did it.
- You could have a business incubator in the library.
- A river crossing a good way to get from downtown parking to the library.
- Centertown retaining wall needs to be rebuilt.
- Views of and from the Library are good.
- A strong library is part of an engaged community that prioritizes literacy, access to information and public dialogue. It can be a place to come together to learn, teach and share.
- I would love to see the library offer a "lab" space and meeting room for small businesses, a space for job training, skills development, job fairs with computers and teleconferencing equipment that small businesses and telecommuters can pay to use. It will bring more groups in and create a shared "ownership" of a town resource.
- Offer a meeting room for public forums
- Engage the community in a town-wide book read with discussions
- Collaborate with Monadnock Center's focus on civic dialogue/host the meetings to bring people in to the library.

## **Town Leaders Comments**

### **Input for Library of the Future Project**

#### ***1. Do you use library services? If so, which ones, how often and for what purpose?***

I use the library infrequently. Have done extensive research in the upstairs research room. My uncle enjoys going to the library to read all the newspapers/periodicals when he visits. I take my grandchildren to the children's section for a few hours of exploration. My daughter used to take her children to for story hours. Their schedule doesn't allow her to do this now.

I borrow from the main catalog, the E catalog and the interlibrary loan catalog 1 to 2 times per week.

#### ***2. What would you like to be able to do or have access to at the library, but currently cannot?***

The "lending" aspect of a library is worth exploring.

Perhaps some programming about world travel from a tourist's perspective though there is so much available online.

Genealogy classes for seniors sound like fun.

Story hours on weekends or evenings so working parents can take their children.

I would like to see the scope of the present hardcopy library expanded as suggested by s previous study group.

#### ***3. What is vital to add or retain for the library of the future?***

Go digital. The historical reference library is a thing of the past and not worth spending resources on.

Perhaps the library can function as a clearinghouse for events in town. And a scheduling system/calendar so that organizations can avoid having conflicting events. It would be better to capitalize on and promote their activities. Many organizations, including the Monadnock Center for History and Culture as well as Local Look Peterborough are attempting it. It requires an investment in manpower to keep it up to date.

Need a central source for an inventory of meeting rooms available in Peterborough, i.e. room size, equipment available, seating, kitchen facilities, etc.

#### ***4. What needs to go/be changed significantly?***

Add broader digital services and such things as a conference room with full telecommunication services.

**5. How do you see individuals accessing library services in the future – and what issues do you believe might arise?**

Need for vocational training?

NHIA and Sharon Arts Center are talking about developing a Media Center and digital media labs.

How could the library support that effort? Should you invest in video recording and editing equipment, computers, recording studio and classes on graphic design, podcasting, and photography. Would this attract teenagers to the arts? Or is this the responsibility of the school district?

Immigration: we are going to hear more about this as our minority population grows. In what ways can we support the Mariposa's work around cultural competency? Better outreach to ESOL and ESL adults and children.

As awareness of the needs of autism spectrum and developmentally disabled children increases, more and more libraries are scheduling sensory story times making sure these children get to enjoy literature in a manner most comfortable to them. Even mainstream children can enjoy these events, so all members of the community benefit from creating a more inclusive space.

Electronic book readers, tablet PCs, some of the newest greatest technology – just to be exposed to them.

Have projection facilities as well as small meeting rooms available for businesses – although the Chamber does offer its small conference room for its members free of charge.

**6. Do you believe it is valid to envision the library as a central place for the community?**

Yes.

Like the concept of a community center. Since the Elm Street Community Center seems to be used most for recreational activities, a community meeting room might make sense. I love the idea of a multigenerational meeting place with a Café for snacks and light refreshments/

**7. What segment of the community do you believe you represent?**

Seniors

Business owners

Older

Digitally savvy

**8. How would you rate the effectiveness of library outreach in gathering community opinion about an updated library?**

Excellent!

Very good as long as you strongly consider the many suggestions of the earlier advisory committee which included many young people.

**9. What do you believe to be the three most critical issues for the library today and in the future?**

All items in the library should be made available for online retrieval.

Eliminate the baffling academic library cataloging system.

Significant expansion of digital services

Non-hierarchical staff e.g. Portsmouth library has all staff, including the director, work the front desk at some point each week/month.

Green architecture and user experience e.g. The Portsmouth library is highly energy-efficient, has ample natural light and used very few VOC materials e.g. Fossil fuel based carpeting, etc.

**10. What other libraries have you visited?**

I was in the Concord library on a Sunday last year to access a database for fundraising purposes.

It was a very positive experience. Great customer service. I got lots of personal attention.

About 20 people from the earlier study group visited the Portsmouth library and came away very impressed.

## Seniors Input Session

May 16, 2013 at RiverMead Retirement Community

(24 residents in attendance)

### What's successful about the library?

- CDs – use for trips
- Interlibrary loans

### What kind of interaction would be appropriate between RiverMead and the library?

- Library could have computerized catalog available at RiverMead; residents could choose and have books delivered. Also, town library could have catalog of what books RiverMead has in its library.

### What programs would draw you to the library?

- The kind they have in Hancock.
- NH Humanities Council programming
- Library has a poor location, not enough parking

### What would make the library a better resource?

- High speed wireless Internet
- Knowing how to get information regarding resources and programs
- Website
- Email list
- There's a disconnect – Library has more than RiverMead people have. Most at RiverMead have no computer. Have someone come and give presentation and computer training.
- It's better to have the library come to us. The percentage of people who would drive to the library at night is very small. The van requires a minimum of 8 to 14 people.
- Library staff is helpful.
- Information you can get from the library "is limited."
- Have a bigger Interlibrary Loan system.
- Have more computer connection.
- Library is practically useless for genealogy work. Resident uses ancestry.com, which has more than the library version of ancestry.com.
- The library is very helpful in getting books for the book club.
- (About half of the 24 residents present raised their hands when asked if they would consider themselves computer literate.)
- Library should interface with Google.
- When asked for book on hydrology, resident got it in 3 days.
- Would like an elevator.

**Are the stairs and the ramp a barrier to you using the library?**

- The portico entrance is nice.
- What does the library offer in ebooks?
- There's an ongoing RiverMead committee that follows technology and what's available.

**What kind of place would you like the library to be?**

- The director should be more people-oriented, more visible. We don't know him.
- The Simsbury, Conn., library has a business section. So should the PTL.
- Open, airy and light – easy to find your way around.
- Separate spaces for business, children, history, etc. – not all mixed up together.
- Other libraries have an area where people can get something to eat. This increased the use of these libraries.
- Put pointers to the library website on the two business center computers at RiverMead.

## Staff Comments

April 23, 2013

### **What changes would require expanded staff?**

Enclosed children's room

more programming – would require publicity, posters, refreshments, janitorial etc.

more technology—would need IT person

ipads – maintenance after they are destroyed, damaged.

maintenance of technology – have to replace, reload

PR: while writing press releases, no cataloging is done

enhanced website

### **What policies should change, new building or not?**

Meeting room should be available for free; that would help with the booking of the room, too—fewer problems with getting payment

Social service agencies hold supervised visits in the small room off Monadnock Music.

Need flexible meeting space

### **What is working?**

We're welcoming, as a group—small enough to be able to offer that level of customer service

we're informal

Public use computers working, but there's not enough of them

New book area

special displays

Not the Dewey Decimal system

Need a place on the shelf for everything

We're a bit too big to get rid of DDS

### **What is vital to build or retain?**

WiFi and DVDs

It'd be a big mistake not to plan for expansion of book storage. They're going to be with us for many years to come, with the exception of reference

Keep large print books and getaway fiction

Keep welcoming atmosphere

**How can the library better connect to the community?**

Increase social media

email newsletter

Have someone on staff whose job is publicity

Have an enhanced website

Adding things should not be done at the expense of other functions

Need volunteer coordinator – paid or volunteer

**Why does the library draw some people and not others?**

Offerings. We can't be all things to all people

Generational thing

Seen a definite change in use by older people because they have access problems

We have no outreach

Kids do their homework at home now

People have Kindles

Things are changing so fast

People can download books from home. They're recorded in library stats, but are they patrons?

Free classes would bring people in

Home computer a distractions (people use them instead of coming to library)

Library proctors exams

We have no literacy classes

**What isn't working?**

Entrances and exits

need elevator

access

layout –too noisy

Sometimes circulation desk is surrounded by people, all wanting attention.

There's only one computer at circulation desk.

If staff at circulation desk reading a magazine, to check on book reviews for example, public thinks we're not working

DVDs checkout a problem. Arrangement a stopgap measure to keep them from being stolen. Process is tedious and clumsy

DVDs don't last as long as tapes and cost more

Staff is isolated from what's going on at circulation desk. At one library, staff in private office, but can see through glass to see what's happening.

Like to work on floor with people most of the time, but when planning programs, interviewing, need private place

In one library, tech services is behind the circulation desk in glassed in office. When staffer leaves the office to help at circulation desk, door locks behind him.

Would like windows that can open, doors that work

We have no little rooms, lack cubbies

Need booth where people can talk on cells

Need charging station for cells

Need wireless printer

Need color printer

Could use more computers in reference room, though use varies

Need more efficient staff space

Doing different things at different places (computer, telephone in separate places)

Director needs a bigger office

### **How to balance old and new?**

Have stacks, quiet reading space

Let People access everything with a mobile device

Maintain gathering place atmosphere

Have noisy and quiet areas

Comfortable places to sit, with outlets

somebody to clean

welcoming involves cleanliness

Pay people to work on Sundays

So many people thank us for being open on Sun.

Expand Sunday hours

Our library is compared to bigger libraries (unfair)

We're open more hours than other libraries our size

**What would you change about your job if you could?**

Better work space

phone and computer in close proximity

two people at circulation desk

2 work stations at circulation desk

portable phone

more money, more hours

more staff hours

staff hours with benefits

**What might begin to change now?**

People's internet habits

People come in to download

A lot of it is internet work now

**How do you envision the library 10 years from now if you could create it yourself?**

Super seamless website

access by any device

A coordinator for volunteers

Staff hours for person dedicated to publicity

Staff hours for person dedicated to programming

Staff hours for person dedicated to ILL

One welcoming entrance/exit

more bathrooms

better art exhibit space

Help with taking newspaper down to cellar

There won't be newspapers 10 years from now

We're sending fewer certified letters now; process has been streamlined, in addition to which email nudges and requirement to return DVDs before getting more reduce overdue.

Bogged down dealing with so many little details, we don't have time to vision.

The most important thing we do is check things in and out

The most important person is at the circulation desk

## Online Suggestion Box and E-Mailed Responses

*Sent: Tue, Mar 12, 2013 4:09 pm*

No, I used to go to the library frequently when I walked by it on my way to work but I haven't been there for 3 or 4 yrs. I have quite a lot of books and I reread them every year or so and, of course, I can borrow books from the church library.

*Date: Tue, Mar 12, 2013 at 12:55 PM*

I used to use the Library all the time but now I have gotten into buying the books I want to read & not waiting if it is new & then passing them on to the rest of the family. I have a LOT of books at the house.

*Date: Tue, Mar 12, 2013 at 3:20 PM*

- I don't use the library

- I use the computer, kindle and buy books

- I do think it's a good place to go to get books on tape, and for seniors who can't afford to buy books and for young children to have story time, etc. .

It's a good place for seniors to meet, i.e. my mom is an avid reader - she sometimes reads 3 books a week. She socializes and sees her friends. I use the computer at the library in Florida, when my mother's computer is down (and to print my boarding pass)

A library represents the town where it is located.

*Date: Tue, Mar 12, 2013 at 9:32 PM*

I used the library much when the girls were younger. As they have gotten older we have not used it really at all. I do not have time to read much. I have a friend who uses the library consistently. She is 88 and vibrant!

\*\*\*\*

I use the library and support the future project!

\*\*\*\*\*

I love the history of the library but am one of those people who never use it. The question for me is what can a library provide that I cannot get from a digital world? It can't be about books anymore. I think that is a dying mission.

I see the future of the library as two fold.

1. a place of culture and collective community. Consider the library serving as more of a community center and place of meeting, etc. This implies more cultural events and the thought that in a new library it is better designed as a place of quiet, relaxation, meeting of friends, and "slowness". Library as place of conversation, with designed space to do that.
2. a place where as the speed of technology increases, librarians serve as guides for access and use of searches and data. This will have serious implications on librarian skills. . . . I love the idea of our library whether I use or not.

\*\*\*\*\*

I liked the drawings that our consultant did -- keeping the old building, tearing down the most recent addition, etc. We need a more and better meeting room, or rooms, a separate children's room, more data points, more big tables on which patrons can spread out and do research, etc.

Third, if a separate children's room, will the town administration commit to additional staff for it? . . . One cannot expect a children's librarian to work 60 hours a week.

[The building is . . .] eligible for the National Register . . . paperwork is somewhere in the library!

One thing that is important is that Morison designed the book stacks and had them manufactured to his specifications, in a foundry in, if I remember correctly, New Jersey. Most are long gone but the ones in the basement remain and I urge that they be retained. If not, the Smithsonian might want them, as they have his papers and surveying equipment. But they would be better left in place.

*Sent: Friday, February 08, 2013 9:31 AM*

1. Recognize and build to support the library's existing strengths. Here are strengths that I value:

**Service-oriented library.** The librarians know the patrons and extend lots of personal service. Many conversations just happen spontaneously because Lisa B., Brian and others are on the floor and interested. (Tucking them into offices behind the scenes is not a good idea.

**Lots of display space for books, art, periodicals:** new books, large print books, children's books, theme displays, staff recommendation display, DVD's out on the floor, gallery space for circulating art exhibition, magazines out and accessible. Browsing is easy & fun. My eyes are often caught by something that I would not have otherwise discovered.

**Organized around central area:** I often encounter friends, acquaintances, etc. at the library because the flow of the space takes you through a central area. Peterborough Public Library can be a lively place! I'd hate to see it become a tomb of study. An ideal new building/renovation would preserve that central flow, and at the same time build in quiet places for reading and study.

2. Build to support new aspirations/needs:

**More of a community center/meeting place.** I think that the Library should be a real hub of the community--where people meet, run into each other, check e-mail, read a newspaper, participate in a book club, etc. Seems like the model of a recent university student center is almost more relevant than an old-fashioned research library. I'd love to see the library add a café for quiet conversation, like the Toadstool/Aesop's table. (I know that the Princeton Public Library did this and it is really popular.)

**Support people who telecommute, and/or work at home.** Offer a quiet, wireless alternate space for this growing segment of the working population.

*On Sun, Feb 3, 2013 at 1:00 PM,*

Could the library be used as a location for folks to share and borrow other items beyond books and music?

Some libraries have adopted seed-sharing or common/specialty tool sharing.

[http://www.crmpl.org/CRMPI/Basalt\\_Seed\\_Library.html](http://www.crmpl.org/CRMPI/Basalt_Seed_Library.html)

**Date:** Thu, 10 Jan 2013 10:59:00 -0500

You say "I'm not sure we will go the high-tech way" ...

You could be right, but then .... "cutting edge technology" is a very sexy "selling" point that is very difficult to mindfully navigate. It is very difficult for decision-makers to decide among what is "useful/excellent" for every day services (they don't do this part, so they may not know)... what is "wouldn't it be cool if..." (they are also not going to use this, and WHO

will?) ... and the dangerous "everyone else is getting \_\_\_\_\_, so we don't want to miss the boat!"

My advice is .... if you don't know HOW you are going to be using it NOW, and you don't know WHO already WANTS to use it for their programs and services, don't buy it. By the time someone figures out something to do with the expensive equipment that "someone should figure out a way to use" ... the equipment will not be applicable anymore.....

It can be thought of similarly to packing for a wilderness camp trip. You need to plan to take what you can carry the entire way. Think about what you will need to use every day. Think about what you will need to change-out once. Strollers, cribs, and televisions are Not an option! This is a very stark example, and not 100% related, but it can help folks to imagine a more sustainable direction for planning ....

\*\*\*\*\*

My bugaboo is loading docks (the *business* end of the business) and drop-boxes (more *business-related* than anybody ever remembers except drop-box staff). We have built 3 Branches and fail more as we progress. NObody seems to care about this part. It's not showy enough. Nobody in planning, dreaming, and building, has EVER .... maneuvered loaded book trucks with top-heavy loads and small wheels (shelves including huge Richard Scarry picture books, small slippery DVD cases, coffee table books, Calvin and Hobbes compendiums, etc.) over high thresholds between carpet and linoleum; or between the restroom doors and the copy machine. And I'll place bets that they have not spent their livelihood moving in and out of buildings with electric amplifiers; or overflow parking signs; or snowblower equipment; or containers of snakes, kangaroos, and falcons; or luggage trollies stacked with craft supplies bungled together; or puppet stages; or magician's trunks; you get the picture) ... through 4 inches of slush, over drainage grates with slots bigger than the wheels, up a steep icy ramp sprinkled with rock salt, to the "staff entrance" ... where inside you find the stairs to the basement multi-purpose room where the program is going to be, and the elevator is on the other side of the building by the front entrance.

We have 5 branches and make 2 deliveries every day among them. 1 man and 1 truck moves 50 book carts per delivery. Peterborough probably has 1 building. So maybe the book carts outdoors are not an issue. Never-the-less .... maintenance, deliveries, programming activities, etc. create more traffic than planners imagine ... especially if the library is busy. A thriving library IS a BUSY place. And the planners are not the folks who move the drop-boxes and book carts around.

\*\*\*\*\*

1. First, the speech ... and I'll bet they already know this stuff .... Staff the Library and Construct areas for all services to take place, with Children's Services being as essential as Adult Services and often crossing over each other ... because:

- a. Libraries are growing the "next generations" at the same time that they are growing "already been there and done that" generations
- b. Parents, Teachers, Care Providers are Adults interacting with other generations
- c. Life long learning is a never-ending cycle of needs for all ages

2. Programs:

- a. Multi-purpose Program Room/Space, perhaps even Two Spaces, ... depending on volume of programs and ideal audience times e.g. School visit, at same time as Storytime, at same time as ESL Conversation Group, at same time as Author Program, ...
- b. Because .... programs bring age-related groups together for similar interests and ... sustain community-building networks and behaviors ... that support library operations ...

3. Computers and Tech Equipment:

- a. Important discussion! Competitive/Cooperative Needs/Desires... regarding ... Public Computers vs. Training Center vs. Cable/Recorded/Podcasting/Studio capabilities? vs. Child Uses vs. Teen Uses vs. Adult Uses vs. Systems Management (servers/ web master/ systems managers etc), etc.
- b. Questionable Value In My Opinion - I question how valuable are ... giant wall monitors with program advertising; new book title crawls; etc. for their expense...

c. It seems we spend big \$\$\$ on "cutting-edge technology" for program rooms and training center, and then it seems we under-use it???? - sound systems, wifi projection equipment and screens, white boards ... I'm really not the one to describe the equipment, but we don't seem to wear-it-out either ....

4. Construct for Library Operations! It seems nobody ever thinks this through during planning. If it is not done well, staff pays the price over and over again, forever....

a. Drop-Boxes and Materials Processing! - build drop boxes, drop-box rooms, and materials processing areas so carts can be moved and emptied un-impeded, in constant cycles .... what is the traffic route for drop-boxes to processing to re-shelving to??? ... how many will be in motion and need passageways ... or temporary storing ...?

b. Loading Dock Area! - build the loading dock area so trucks, vehicles can load and unload materials in all weather such as ... roof overhangs/enclosure that protects staff and materials during loading ... as well as Program Leaders loading and unloading program materials (animals? supplies? equipment?)

3/15/13

Here is my takeaway: When people tell us they don't use the library, our response should not be to wonder what's wrong with them. Patrons are the library's customers; the library needs to become customer-centric. Here's an example of a library system that is working hard to focus on meeting patron needs:

<http://www.spl.lib.wa.us/about-the-library/strategic-planning/goals-and-objectives>

3/15/13

I sent a comment afterwards to the website essentially saying I entered the room never thinking about the library and now am buzzing with thoughts. Previously the library was a "no thing" and now it is a real place in my daily thought.

What I experienced is what you want the new library to be. Conversation, engagement, meeting and learning centric...not just about a place of books.

That is a big brand and culture shift that goes beyond a building.

It is to me its about creating service and excitement.

\*\*\*\*Suggestion Box ideas:

" Here are my ideas: Move the kids to M.M. (Monadnock Music) space, create reading areas in the outside garden for individuals or Storytime with Lisa, throw out the inside trees, rearrange the art corner and magazine section into an informal coffee area with leather couches, chairs, maybe a low dividing shelf, have a library designer look at the whole space and make improvements, get the videos out of the center of things, bulletin board corner is a waste of space; Build out over the parking lot, put elevator out there, have covered parking under, staff should park out further so there are handicap spaces

The email newsletter is wonderful! Thank you!

clean restrooms clean restrooms

My ideas probably aren't original, but a closed off kid's area, so as not to disturb other patrons, longer hours...

We would love to see a parent-baby storytime or other programs for babies on the weekends. As working parents, there is no ability to join weekday classes. Thank you! If you are serious about an auditorium, make sure it is appropriate or music. It's easier to adapt a recital hall for use as an auditorium, than it is the other way around