

Peterborough Library Visioning Forum

February 16, 2013

REPORT

A community forum to gather citizen's input on a renovated and revitalized library for Peterborough.



This process is facilitated by UNH Cooperative Extension in partnership with the Town of Peterborough, the Peterborough Library Trustees, and the 1833 Society. The University of NH Cooperative Extension is an equal opportunity educator and employer. University of New Hampshire, U.S. Department of Agriculture and New Hampshire counties cooperating. 3-28

PETERBOROUGH LIBRARY VISIONING FORUM

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**THE FORUM
STEERING COMMITTEE**

Gordon Peery- *Chair*
Larry Jackson
Linda Kepner
Tina Kriebel
Bill Littles
Chris McCall
Rick Monahon
Susan Phillips-Hungerford
Michael Price
David Simpson
John Vance
Alan Zeller
David Weir- *Ex Officio*
Carol Ogilvie- *Staff*
Dan Reidy-*Facilitator*

Library of the Future

A community forum to gather citizen's input on a revitalized library for Peterborough

The Forum Steering Committee was formed with a goal of preparing the Forum with the purpose of collecting input on services and programming desired by the users of the Peterborough Town Library to drive the renovation and updating of the Library.

The Forum was held on Saturday February 16, 2013 from 9AM-2PM at the Peterborough Historical Society.

The following groups were involved in supporting and organizing the Forum.

LIBRARY TRUSTEES

The Peterborough Town Library builds community by promoting and supporting the love of reading, the joy of learning, and the sharing of information and knowledge.

Marcia Patten – *Chair*
Ron Bowman
Randolph Brown
David Simpson
David Weir.

Alternates:
Diane Burnett
John Vance

1833 SOCIETY

The mission of The 1833 Society is twofold: (1) to raise through private donations and grants sufficient funds to finance a major upgrade of the Peterborough Town Library, (2) to assist with the design and construction of a revitalized and updated facility.

David Weir – *Chair*
Audrey White
David Simpson
Karen Clement
Ron McIntire
Tina Kriebel

**FRIENDS
OF THE LIBRARY**

The Friends of the Peterborough Town Library is a volunteer organization, formed in 1979, to further community awareness of the functions, resources, services and needs of the library, and to foster interaction between our library and the residents of Peterborough.

Peterborough Library Visioning Forum
 February 16, 2013 8:30AM
 Peterborough Historical Society-Bass Hall

Goal: The visioning session will provide valuable guidance to the Steering Committee, Library Trustees and the 1833 Society as they consider future facility, technology, communication, program and service enhancements that match community desires for their library.

8:30AM	Registration and refreshment	
9:00	Welcome from	
	Library Forum Steering Committee Chair	Gordon Peery
	Peterborough Library Trustee	Marcia Patten
	Peterborough Library Director	Michael Price
9:15	Recent library projects in New Hampshire	Michael York
9:35	Who is here/mosaic	Dan Reidy
9:55	Overview of the agenda & small group assignments	
10:10	Small group sessions	
11:45	Break, then reconvene in Bass Hall	
12:00	Group Reports	
12:20	Lunch & voting (food provided courtesy of the 1833 Society)	
1:00	Results/highest priorities	
1:15	Next Steps	
1:30	Closing Remarks	Gordon Peery & Audrey White
1:45	Adjourn	

This process is facilitated by UNH Cooperative Extension in partnership with the Town of Peterborough, the Peterborough Library Trustees, and the 1833 Society. The University of NH Cooperative Extension is an equal opportunity educator and employer. University of New Hampshire, U.S. Department of Agriculture and New Hampshire counties cooperating.

Opening Remarks and Welcome
from Chair of the Forum Steering Committee: Gordon Peery

The Library of the Future forum committee has been meeting for several months now to plan this event. The committee is comprised of representatives of town Boards, businesses, and cultural organizations, as well as library staff, trustees, and the 1833 Society. This project is driven by the 1833 Society, which is a non-profit organization that was created at the request of the library trustees.

The mission of The 1833 Society is twofold: (1) to raise through private donations and grants sufficient funds to finance a major upgrade of the Peterborough Town Library, (2) to assist with the design and construction of a revitalized and updated facility.

The 1833 Society takes its name from the year in which the library was founded, and as many of you know, the Peterborough library is famous for being the first public library in the United States supported by taxpayers – that is, the citizens of the town voted that the citizenry should be responsible for maintaining a library that was open to all the public, in the same manner that our public schools are open to all children.

Having now used the term taxpayers, I need to emphasize an important point for today's event. As mentioned, the purpose of the 1833 Society is to raise private funds for the support of the renewing of our library, so that the costs associated with any renovations will not impact taxpayers. The discussions we will have today will focus on programs and services that the library will provide - what we activities we will do inside the library and using what resources. Today we are simply exploring ideas, and not speculating on what, if any impact any individual item will have on taxes. I assure you that as the planning process continues over the next several months, priorities will be weighed against the financial components of the project. Also, there is nothing that will happen today which is in any way binding, or which will commit the library to a specific course of action – again, it is a day for ideas.

I want to give acknowledgement to the committee members who worked very hard to make this day possible. I won't take the time to introduce individuals, but if committee members could please stand, we can see who you are.

One of the biggest challenges we had as planners of the forum was to not get distracted by our own ideas and inspirations of what the Library of the Future should look like. As we would anticipate what kinds of things might get brought up, we would often find ourselves delving into the possibilities. What impact will future technology have on the library, what about e-books, or things that we don't even know about yet? What kind of events could the library be involved with? How can the library respond to shifting demographics? How can the library support the business community? What can the library do to attract young families to move to Peterborough – a role which has an impact on the social and economic fabric of the town?

But our job was really a little more mundane: find meeting space, organize the schedule, make sure that there would be food, get the word out. Judging by the turnout here today I think we did okay, and now we are all very excited to be participating – to finally have the opportunity to explore ideas together. We want to offer special thanks to Bill Littles of Steele's Stationers, who really helped us get the word out by printing the posters and brochures for this event.

(Continued on Page 4)

Opening Remarks and Welcome
from Chair of the Forum Steering Committee: Gordon Peery
(continued)

In a few minutes we'll hear from librarian Michael Price about some of the issues that factor into the need to do a major renovation of the library. One reason for exploring new ideas is so that as new library space is designed, that design is informed by what you all feel is important in the way of programs and services. But it is important to acknowledge that even with the limitations of the current facility, or perhaps in spite of them, the Peterborough library does a tremendous job of serving the community. One of the reasons that is possible is because of the wonderful staff of the library. We also want to acknowledge the Friends of the Library, who are supportive in many ways, and who made a major financial contribution which makes today's event possible. I've already mentioned the 1833 Society, which will have a major role in the fundraising and design. Finally, the heart of the library, the sustaining force if you will, is the board of trustees, who work so hard and so diligently so that the first free public library in the United States is in perpetual pursuit of being a top-notch organization. The leadership of that board is a very important position, and it is now my pleasure to introduce the President of the Library Trustees, Marica Patten.



The Peterborough Town Library before the addition of the portico.

Opening Remarks and Welcome *from Peterborough Library Trustee: Marcia Patten*

As we take time from our busy lives to envision the library's future, our task is challenging. Today, we follow in the footsteps of those who founded the Peterborough Town Library in 1833, as well as all who have dedicated themselves to its continuation and improvement over the past 180 years.

We must determine how to best serve the residents of the future, just as our predecessors did many times, beginning with The Rev. Abiel Abbot. His leadership was responsible for the town vote that initiated public funding of the library in 1833.

In 1893, two Peterborough natives who were living in Illinois made donations toward the construction of a new library building at the corner of Main and Concord streets. George S. Morison, who oversaw construction of the building was appointed trustee, along with M.L. Morrison and J. Foster Bass. They accepted the building and provided its free use to the town.

Twenty years later, the trustees – Eben Jones, Mary Morison and Arthur H. Miller – oversaw the addition of the portico, which transformed the unadorned building into the icon we know today. I remember as a child entering the library through the portico and feeling special somehow. Even as an elementary school student, I sensed our library was something to be treasured.

In 1956, the library was growing and often crowded. Eben Jones, who served 50 years as a trustee, made a donation that made possible the construction of an addition, which opened in 1957.

In 1978, trustees led another drive to expand the library. One of the trustees, noted author Elizabeth Yates McGreal, wrote to every Elizabeth she could find in the United States and asked for donations for the new children's room, which was named the Elizabeth Room. The 1978 expansion also included the installation of the McGilvray Room, which continues to be used today as a place for historical books and documents. The room is named after David McGilvray, a major library benefactor.

The Friends of the Library group was founded the year after the 1978 expansion and functioned for 20 years before attaining the Kyes-Sage House as the sales spot for used books. The friends have supported the library in countless ways in the past 34 years, including a donation of \$2,500 to support today's event.

While the library buildings have undergone many changes, so too have the library's offerings. The original collection of 100 volumes has grown to tens of thousands of pieces of material – books, magazines, audio books, DVDs and CDs. Other innovations, to name a few, have included air conditioning, a microfilm reader, photocopier, records, a 16-mm projector and its replacement, a video projector. While The Rev. Abbott probably never dreamed of any of these things, I suspect he knew the library would always be a work in progress.

As you can see, the library's history includes buildings and services, but it also includes people. Over the years, volunteers have supported the library with their time and talents, dedicated staff have worked to serve the public, and financial donations have come to the library from many sources. This includes the first librarian to be appointed by the trustees, Susan M. Gates, who donated \$20, (that was eight months of her salary). George Grimshaw not only donated funds, but also built with his own hands the handsome bookcase that houses the books from the library's original collection. This can be seen in the McGilvray Room today.

But today we're here to consider, not buildings or donations, but ideas about how we can serve the community of the 21st century. Today is a step in a process we know will find the Peterborough community as engaged and as innovative as our forefathers were when they established the first free tax-supported public library in the world.

Introductions and the Peterborough Town Library Visioning Forum Mosaic *with* UNH Cooperative Extension Field Specialist *Dan Reidy*

After opening remarks from members of the Steering Committee and the Library Trustees, UNH Cooperative Extension's Dan Reidy was introduced. Reidy invited everyone to share how long they have lived or worked in the area, where they get their news, and what their involvement and interest is in the Peterborough Town Library.

Participants were then asked to share their current perceptions of and future hopes for the Peterborough Town Library. Verbatim notes were taken as individuals shared their answers to the questions "What is the Peterborough Library like now?" & "What would like in your library in the future?"

What Is The Peterborough Library Like Now?"

- Welcoming
- Interlibrary loan books fast
- Wi-Fi Access
- Great new books
- Quiet place for reflection (challenging noise w/ open space)
- DVD & Video libraries
- Good place for youth to work
- Perfect location
- Access periodicals (print & online)
- Meeting spaces
- Public computer access
- Reference support staff
- The mouse that greets kids
- Access to Ebooks
- Good parking
- Beautiful portico
- Meeting place for outside groups
- Weekend and evening hours
- Free
- Games and toys
- No fines for overdue books
- Personable about no library card- like "Cheers"
- Free coupon and magazine exchange at door
- Easy to navigate website (catalogue)
- Preservation of historical docs and records
- A place to escape
- Everybody knows your name
- Museum passes
- Special programs for kids and adults
- Monthly calendar at library of events
- Communal space that allows for all of this- one location- community space
- Kyes -Sage House 2nd book shop- we love it
- Historical room
- Large print books
- Audio books
- Adult book groups
- Online catalog- ability to browse
- Welcoming place for young and middle school kids on own
- Collection point for people who want to recycle books/ to sell for \$100k to library
- Responsive to my needs
- Wonderful staff
- Children's programs
- Rotating art exhibits
- Sunday volunteers
- Personal recommendations on books and materials from staff and patrons
- 3rd graders to library/staff/summer reading
- Tremendous resource support
- Pizza and pages book club
- Great collections to browse
- Cheapest copy machine in town
- Newspaper and magazine section
- Cheapest newspapers in town

What Would You Like In Your Library In The Future?

- Hope to have sub dividable meeting spaces
- More natural light
- Better catalogue search ability
- Drive through book return
- Coffee shop or café
- Improve visibility at front desk
- More outreach services for those who can't get there easily (bookmobile to the Nursing home, etc.)
- Maker spaces
- More internet terminals
- Tutoring and meeting areas for small groups at no or low fee
- More efficient DVD checkout process
- More user friendly computer setup
- More access for personal laptops
- Children's programs in evening
- More cozy/comfortable for a p.m. for reading
- Increase evening and weekend hours
- Endowed programs
- E-newsletter
- Notification of how books are being culled- are there rules? List prior to patrons?
- More places to store book bags
- Space for audio/video editing
- Electronic devices to borrow (iPad, etc.)
- Handicapped accessible
- Stacks- less crowding, lights to see what isn't at eye level (bifocals!)
- Safe for small children
- Stairwell, bathroom, sightlines
- Amenities for small children
- From home- check account and renew books/account management
- Parking with building over it
- Increase marketing of services
- More books on tape
- Garden to sit in, read, enjoy
- Children's area
- A small meeting area
- Tutoring areas of different sizes for free or low cost
- Homeschool
- Nonprofits
- More investment in more children's programs, perhaps from outside

Small Group Brainstorming and Prioritizing Sessions

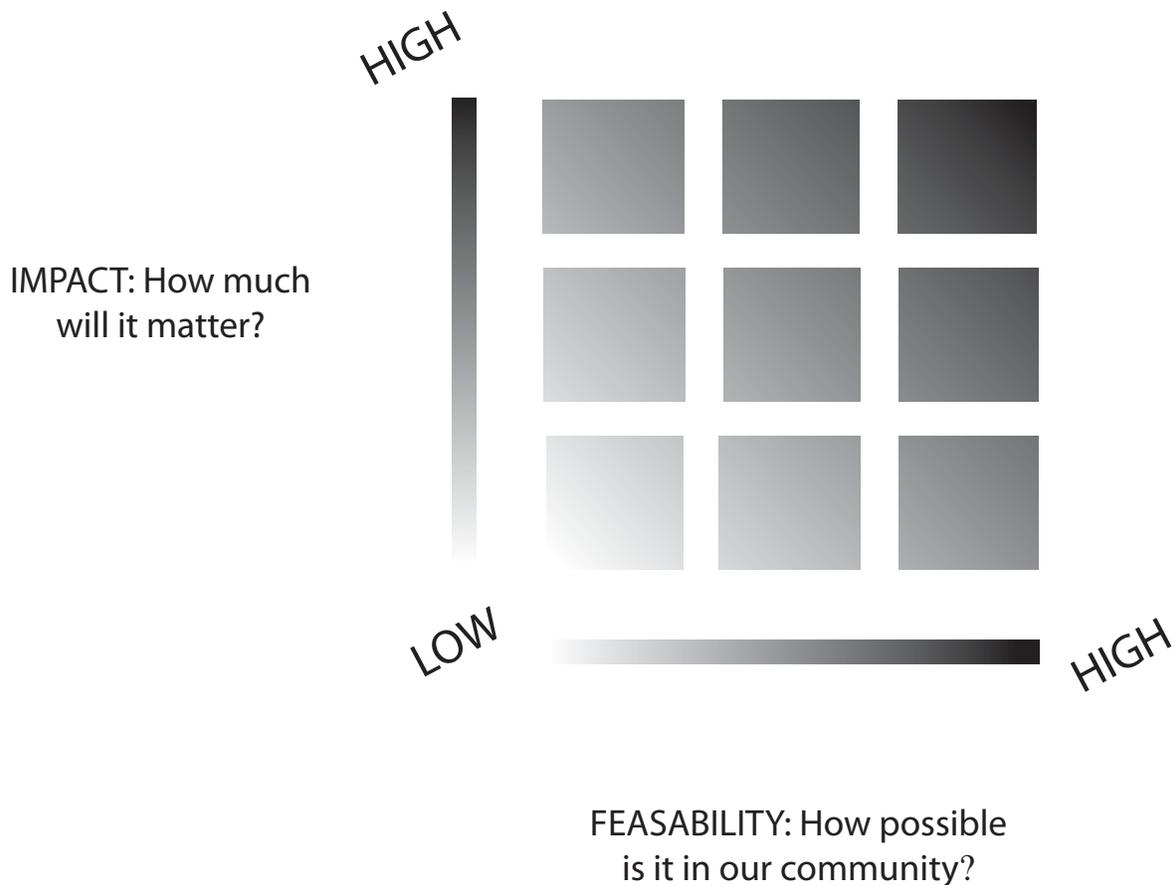
The large group was then divided into six smaller groups consisting of 9-17 participants. Each group had a designated facilitator to direct discussion and a recorder to document the group's responses.

Groups were first asked to answer the following three questions:

- 1) What are the strengths of the Peterborough Library Today?
- 2) What are the weaknesses of the Peterborough Library Today?
- 3) Thinking 10 years from now, what would you envision for your library?

After these questions were answered and recorded, the group then reviewed the ideas from Question 3. By utilizing a system categorizing these ideas based on FEASIBILITY and IMPACT groups were then able to narrow these lists to their Top 3 Visions for the Library. These ideas were then presented to the reconvened larger group.

The FEASIBILITY and IMPACT of each idea was gauged using the following system. The recorder wrote each answer to Question 3 on a sticky note. The group then placed these sticky notes on the following grid by first deciding the impact rating (low, moderate, or high) and then deciding the feasibility rating (low, moderate, or high)



What Are The Wants And Needs For The Peterborough Library Today?

[This group rephrased the questions regarding strengths & weaknesses]

- 1) Handicap Access
- 2) Café/Student Space
- 3) Business Space access - Education and consulting for business
- 4) Access to more electronic equipment- iPad and Kindles
- 5) Access to Ebooks is very difficult
- 6) More collaboration with other local organizations and other libraries
 - Community clearing house for area programs
 - Broader outreach of comm. of area program
 - o Emails
 - o Newsletters
 - o Teleconferencing
 - o New meeting space
 - Large media space to teleconference/commute with other organizations and libraries
 - Small kitchen
 - Small theater
 - Adaptable plan
 - Wi-Fi
 - Adaptable space and meeting rooms- mobile



PETERBOROUGH
LIBRARY
VISIONING
FORUM

GROUP 1

DISCUSSION LEADER
ALAN ZELLER

RECORDER
BILL LITTLES

SPOKESPERSON
HEATHER PETERSON

PARTICIPANTS
LAURA GINGRAS
GWYN BALDWIN
STEPHEN BUSH
STEPHANIE MINTER
JOAN BUTLER
SUE MARTIN
JAVANT HARBDIKAR
SALLY PORE
JOHN VANCE
KAREN BROWN
DAVID WEIR
HEATHER PETERSON
GORDON PEERY
BRIAN HACKERT

Thinking 10 Years From Now, What Would You Envision For Your Library?

- 1) Café
- 2) Virtual library program
- 3) Digital collection access online/offsite access
- 4) Community center social
- 5) Age specific areas
 - A. Children's
 - B. Teen's
 - C. Adult's
- 6) Broader age cross programming
 - Quiet rooms for study
 - New front door access
 - Keep good/well rounded print collection
 - Services to self publish books in small print runs
 - Staff instruction on electric digital
 - Exhibition space
 - Ability to access inter institution program
 - Physical selection of lend/loan selection/comm. selection
 - Tools/cooking
 - 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
 - Larger print collection
 - Greater diversity of periodicals
 - o Viewpoint and more physical space
 - Self-checkout
 - Electronic notification on how to access EBLOG(?), e-newsletter, outreach, education
 - Design that is logical for staff
 - A section for "forgotten" books stored in basement—dig things out of archive and storage
 - System to collect what people want to see
 - o Books, subjects, ongoing beyond suggestions list
 - 3D printing/fax/color printing/scan
 - Exhibit historic books (museum quality)
 - More outreach to schools

PETERBOROUGH
LIBRARY
VISIONING
FORUM

GROUP 1

DISCUSSION LEADER
ALAN ZELLER

RECORDER
BILL LITTLES

SPOKESPERSON
HEATHER PETERSON

PARTICIPANTS
LAURA GINGRAS
GWYN BALDWIN
STEPHEN BUSH
STEPHANIE MINTEER
JOAN BUTLER
SUE MARTIN
JAVANT HARBDIKAR
SALLY PORE
JOHN VANCE
KAREN BROWN
DAVID WEIR
HEATHER PETERSON
GORDON PEERY
BRIAN HACKERT

Vision Items Rated Using The Impact & Feasibility Grid

High Impact and High Feasibility

- Virtual library (programs, live video, digital collection)
- Age specific area and mixed age programs/areas
- Quiet space or rooms
- Color printer/fax/scan
- Conference center
- Exhibition space
- Cafe
- Community center

High Impact and Moderate Feasibility

- Teen center
- Interinstitution cooperation

High Impact and Low Feasibility

- River bridge

Moderate Impact and High Feasibility

- Keep print collection
- Local author/self published books available and accessible

Moderate Impact and Moderate Feasibility

- Children's illustration museum
- Tech staff for public

Moderate Impact and Low Feasibility

- 3-D printers

Low Impact and Moderate Feasibility

- Physical object collection

After this exercise groups selected the three ideas that they wanted to present to the larger group, the Library Trustees, and the 1833 Society

Top 3 Selections

- Café/ Conference Room/ Theater/ Tech Ready•
- Virtual Library•
- Community Centers•

PETERBOROUGH
LIBRARY
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FORUM

GROUP 1

DISCUSSION LEADER
ALAN ZELLER

RECORDER
BILL LITTLES

SPOKESPERSON
HEATHER PETERSON

PARTICIPANTS
LAURA GINGRAS
GWYN BALDWIN
STEPHEN BUSH
STEPHANIE MINTEER
JOAN BUTLER
SUE MARTIN
JAVANT HARBDIKAR
SALLY PORE
JOHN VANCE
KAREN BROWN
DAVID WEIR
HEATHER PETERSON
GORDON PEERY
BRIAN HACKERT

What Are The Strengths Of The Peterborough Library Today?

- Staff works well with public
- Interlibrary loans
- Large print books
- Wonderful children's
- Mouse
- Hours: weekend, evening
- Internet
- Kyes- Sage and Friends of Library
- Wi-Fi
- Magazines and newspapers
- Comfortable seats
- Research room
- Computer access

What Are The Weaknesses Of The Peterborough Library Today?

- No group meeting space/variety/layout/noise problem
- Stacks horrible
- Lighting problems
- More public computers
- More magazine subscriptions
- Feedback from patrons on periodicals
- No input on pulled/ put in books
- Communication- feedback loop
- Not very accessible online
- No renew online
- Not small children safe/friendly- very unsafe
- Limited teen area/programs (computers, games, and activities)
- Outdoor space
- Outdoor seating
- Lack of inexpensive/free meeting space/table space
- Curriculum, teacher ed.
- Homeschool books
- School textbooks beneficial
- Place/program: how to use a digital library
- Off-site services

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GROUP 2

PARTICIPANTS

DIANE BURNETT
JAY PURCELL
KATH ALLEN
JANICE ALLEN
BETHANY BARNOSKY
SANDY BIBACE
OLIVER WARD
LESLIE INGLIS

Thinking 10 Years From Now, What Would You Envision For Your Library?

- Handicapped accessible
 - o Elevator
 - o Less steep
- Easier Parking
- Architect- library
- Enter through entrance
- Structure- based off the original
- Multiple entrances= bad
- Alarm system
- Space- especially children's room. Children's shouldn't mix with adults
- Limited teen area
- Security
- Cozy meeting areas with computer capabilities
- Well wired/ good Wi-Fi
- Natural light with sun
- Availability of archives



Small group participants discuss what they imagine the Peterborough Library of the future to be like.

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GROUP 2

PARTICIPANTS

DIANE BURNETT
JAY PURCELL
KATH ALLEN
JANICE ALLEN
BETHANY BARNOSKY
SANDY BIBACE
OLIVER WARD
LESLIE INGLIS

Vision Items Rated Using The Impact & Feasibility Grid

High Impact and High Feasibility

- Digital library and education programs
- More stroller and bikerack storage
- Communication loop with patrons
- Completely handicap accessible (elevator?)
- Well wired and good Wi-Fi
- Multiple flexible, well wired, free or inexpensive meeting areas (tutor spaces)

High Impact and Moderate Feasibility

- Cozy reading spaces
- Public computers in main library
- 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 (HW/comp)

Moderate Impact and High Feasibility

- Patron Storage (secure)

Moderate Impact and Moderate Feasibility

- Teen Program

Low Impact and Moderate Feasibility

- Increased availability of archival material

Low Impact and High Feasibility

- Outdoor seating/ meeting and lunch area (Wi-Fi)
- Maker's space

After this exercise groups selected the three ideas that they wanted to present to the larger group, the Library Trustees, and the 1833 Society

Top 3 Selections

- Meeting Spaces•
- Appropriate space for all ages•
- Well wired for Wi-Fi•

PETERBOROUGH
LIBRARY
VISIONING
FORUM

GROUP 2

PARTICIPANTS

DIANE BURNETT
JAY PURCELL
KATH ALLEN
JANICE ALLEN
BETHANY BARNOSKY
SANDY BIBACE
OLIVER WARD
LESLIE INGLIS

What Are The Strengths Of The Peterborough Library Today?

- Ideal location
- Good meeting point
- Variety of quality services(personal attention)
- Efficient interlibrary loan- email fast
- Great research facility
- Community resource
- Strong history behind this vital resource- something to be proud of- carry forward
- Engages children through their growing age

What Are The Weaknesses Of The Peterborough Library Today?

- 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
- Are there enough public computers?
- Not enough books on tape for those with hearing issues
- Open spaces can cause noise problems
- Not enough evening hours for working people
- Parking/asphalt is ugly, visually displeasing
- Access in and out of parking to Concord St 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
- No infrastructure to keep up with changes in technology
- Key is flexibility as things change

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LIBRARY
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FORUM

GROUP 3

DISCUSSION LEADER
CAROLINE
TROWBRIDGE

RECORDER
KAREN PETERSON

SPOKESPERSON
SUSAN SHUTE

PARTICIPANTS
SUSAN SHUTE
KEN CALLAHAN
DAN SCULLY
JOHN PATTERSON
RON MCINTIRE
TYLER WARD
ANNIKA BARNOSKY
ED MORROW
HEATHER PETERSON

Thinking 10 Years From Now, What Would You Envision For Your Library?

- More community discussions held there (ex: ice storm)
- 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
- After school space- school bus stop
- More student useful
- Collaboration between library and schools around town
- Place where people feel good, inspired, and comfortable
- Library that reaches out, markets, informs, OUTREACH
- Self checkout- automated system to let patrons know is overdue
- Place to create content- videos, presentations, video conferencing
- Self publishing center
- Book collection should continue to grow
- Ways to find non-tax funding sources (funds, etc.)
- Shuttle bus and delivery services to and from: Riverwood, school, for people and materials
- Stay in same place- don't move location
- Flexibility of space- clean
- Outdoor seating area to read (roof?)
- Walking bridge along the river
- Café- opens to open space
- Help with new technology (lend-out, training)
- Plenty of access (plugs, etc.) for people to bring stuff
- Sustainable building (LEEDS)
- Able to respond to training/education- classes
- Operating room for chips

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GROUP 3

DISCUSSION LEADER
CAROLINE
TROWBRIDGE

RECORDER
KAREN PETERSON

SPOKESPERSON
SUSAN SHUTE

PARTICIPANTS
SUSAN SHUTE
KEN CALLAHAN
DAN SCULLY
JOHN PATTERSON
RON MCINTIRE
TYLER WARD
ANNIKA BARNOSKY
ED MORROW
HEATHER PETERSON

Vision Items Rated Using The Impact & Feasability Grid

High Impact and High Feasability

- Self Checkout
- Flexibility of space
- Outdoor areas
- Good Place to be
- Sound control
- Stay in same place
- Access to plugs
- Place to be productive, individually
- Community outreach

High Impact and Moderate Feasability

- Additional revenue stream
- Sustainable building
- Grow book collection
- Shuttle bus delivery

High Impact and Moderate Feasability

- Bridge up the river

Moderate Impact and Moderate Feasability

- More community discussion spaces

Moderate Impact and High Feasability

- Collaboration with all schools in town
- After school space
- Small meeting room
- Click free zone/ Click tolerant zone
- Create content- facility to create and distribute
- Training as required

Low Impact and High Feasability

- Generator

Low Impact and Low Feasability

- Operating room for chips in brain

After this exercise groups selected the three ideas that they wanted to present to the larger group, the Library Trustees, and the 1833 Society

Top 3 Selections

- Building that is sustainable, high performance, and flexible •
- Community Spaces •
- Community Centers / Greater community services •

PETERBOROUGH
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GROUP 3

DISCUSSION LEADER
CAROLINE
TROWBRIDGE

RECORDER
KAREN PETERSON

SPOKESPERSON
SUSAN SHUTE

PARTICIPANTS
SUSAN SHUTE
KEN CALLAHAN
DAN SCULLY
JOHN PATTERSON
RON MCINTIRE
TYLER WARD
ANNIKA BARNOSKY
ED MORROW
HEATHER PETERSON

What Are The Strengths Of The Peterborough Library Today?

- Books
- DVDs
- Periodicals
- I.L.L.
- Children's section
- Online catalog
- Friendly and ships
- Staff and volunteers
- Hours
- Resource= q and a, staff capabilities
- Art exhibits
- Book groups
- Wi-Fi
- Parking
- Friends of Library, and recycle of books = \$
- Kyes-Sage house

What Are The Weaknesses Of The Peterborough Library Today?

- Clarify role of library
- Access danger from Concord Street, in future off 202
- Bigger traffic
- Increase art exhibit of month regularly
- Needs to open children's area
- Better software for online search book and info
- Small budget
- 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
- 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
- Could use all spaces (with rsa? Even k-sage? Clarify?)
- Lack of map and directory- need better for patrons
- Review general org. Structure- who is in charge?
- Strengthen communications between library and community
- Better or lack of marketing
- Strengthen the speakers program
- Access more adult programs
- DVD checkout lousy/poor location
- Staff dev and training to be up to date on tech

PETERBOROUGH
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GROUP 4

DISCUSSION LEADER
JEN CHRISTENSEN

RECORDER
SUSAN
PHILIPS-HUNGERFORD

SPOKESPERSON
SHARON BAILLEY

PARTICIPANTS
MARSHA MORROW
TRACY MENDHAM
JUDITH GARABRANT
SHARON BAILLEY
LARRY JACKSON
FRAN CHAPMAN
CATHY LAROCHE
CAROL BUSH
CATHY LANIGAN

Thinking 10 Years From Now, What Would You Envision For Your Library?

- Green building =model for other library
- Toot own horn- good promotion
- Drive through book drop off
- Continue social media outreach
- Add enews letter and paper
- Connect to community important
- Outreach to assisted persons
- Bookmobile and programs
- Address changing demographics
- Changing tech- keep current and prepared
- More outlets and power
- Area for research, separate and by function quiet
- Separate loud space= kids
- E devices available
- Instruction on e device
- Readers
- More Wi-Fi/ computer terminals
- New vibe
- Protect historic architecture and add modern building
- Worried about being all e—preserve rare and paper books, and history
- More space- go vertical
- Elevator access
- Historic room access
- Make repairs



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Vision Items Rated Using The Impact & Feasability Grid

High Impact and High Feasability

- Walkable central location in village
- Elevator, electric chair access
- Separate areas (research, quiet areas, and children's areas)
- Connect to community important
- Provide tools, e-devices, and games for those who can't afford
- P.R. Marketing "toot your own horn"
- Address changing demographics
- More Wi-Fi
- New library (protect old architecture)
- More space- build vertical?
- More electric outlets, more internet plugs
- Address changing technology/stay current
- More public computers
- Access to historic room
- Preserve rare and printed books
- Green building- model for other libraries

High Impact and Moderate Feasability

- Outreach (bookmobile, materials and programs)

Moderate Impact and Moderate Feasability

- Instructions on how to use technology

Moderate Impact and High Feasability

- Continue and expand social media outreach
- Add e-newsletter

Low Impact and High Feasability

- Drive through book drop off

After this exercise groups selected the three ideas that they wanted to present to the larger group, the Library Trustees, and the 1833 Society

Top 3 Selections

- Building•
- Tech•
- Changing Demographics/Community •

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What Are The Strengths Of The Peterborough Library Today?

- Community center and place of education
- Project into the future
- Libraries are knowledge—not books
- Think about trends- but think that trends may be obsolete
- Digital learning center
- Continuing education
- Self-directed education- everyone decides
- 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
 - o Principals, teachers, costs, time
 - o Programming
 - o Vocational training (NHBB example)
- Positive incentive for taxpayers
- Continuing education programs(rather than adult)
 - o Maker spaces link
- Online courses (MOOCs) in a groups
- Rivier College and Nashua Library are an example of joint approach to quality of education and community
- Meeting Space- people can’t afford \$75/night for small groups
- Maker’s Spaces
 - o Small electronics
 - o Robotics
 - o 3D printers
- In these areas raise innovation and raise job diversity

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GROUP 5

DISCUSSION LEADER
OWEN HALE

RECORDER
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POLLY BANNISTER
CARTER JUDKINS
AMANDA WEGLINSKI
GLEN SWANSON
MIMI BULL
TINA KRIEBEL
GEOFFREY TAYLOR
RAYMOND COTE

What Are The Weaknesses Of The Peterborough Library Today?

- Terrible meeting space
- Leadership
 - Coordinating
 - Presenting
 - Relationships
 - Community involvement
- Marketing—need to know what is happening
- No middle and high school usage of library
- 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
- Arch. Needs to be an expression of what the building is and can be
- Not pushing how extraordinary Peterborough is (MacDowell, High Tech Publishing, 1st library)
- Demographics are changing- who are we serving?
- Retirees in tax base- change in role of library- as a publisher



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RAYMOND COTE

Thinking 10 Years From Now, What Would You Envision For Your Library?

- Paid staff member liaison for community outreach (pr/marketing)
- Library Liaison for community outreach
- Clarity of mission
- Flexible space
- Attractive space
- Better community meeting space that can be divided
- Preserve historic part
- Focus on education and knowledge vs. books
- Flexible meeting space (arts, makers, courses, education, technology)
- Dedicated section for kids with lots of hands on (toys and tools—nondigital)
- Focus on reality of digital books
- Combine digital and historical aesthetic of the library (physical books)
- Lifelong learning and engagement (something for everyone and opportunities for all)
- Community center
- Café in the library
- Act as place to socialize



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Vision Items Rated Using The Impact & Feasability Grid

High Impact and High Feasability

- A place to socialize
- Cafe in library
- Clarify library's mission to focus on education and knowledge vs. books
- Stronger liason with community
- A community center for lifelong learning and engagement opportunities for all ages

High Impact and Moderate Feasability

- Flexible meeting space : arts, makers, courses, education, and technology

High Impact and Low Feasability

- Paid PR/Marketing staff person who is also a liason for community outreach

Moderate Impact and High Feasability

- Preserve the historic part of our library building
- Retain historical aesthetic of the stacks in the library

Moderate Impact and Moderate Feasability

- Kids section w/ hands on stuff, toys and tools, hands on stuff
- Library Liason for community outreach who is NOT paid
- Focus on reality of digital books

After this exercise groups selected the three ideas that they wanted to present to the larger group, the Library Trustees, and the 1833 Society.

Top 3 Selections

- A dynamic community center for lifelong learning and engagement opportunities for all ages•
- Stronger liaison with community•
- Clarify library's mission in the 21st century with more focus on education and knowledge •

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What Are The Strengths Of The Peterborough Library Today?

- Location—in town and walkable
- Good parking
- Diversity of options—materials—good job providing a variety of resources for space it has
- Blog of technology librarian for hints on electronic devices
- Help and assistance available
- Brian – reference librarian!! Awesome

What Are The Weaknesses Of The Peterborough Library Today?

- Software for searching, circulation
- 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, book shelves
- Hard to find something to due to shelving
 - o Regular books, large/oversize books have run out of room—use top and bottom shelves
- Surprised by what is culled when you go looking for something



A special event envelope issued to celebrate the centennial of the founding of the Peterborough Town Library in 1933.

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GROUP 6

DISCUSSION LEADER
MICHELLE TOURGEE

RECORDER
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MARILYN WEIR
BETH KARLICEK
LISA BEARSE
AUDREY WHITE
SHARON SMITH
ROBERT HAUSER
KATIE GADWAH

Thinking 10 Years From Now, What Would You Envision For Your Library?

- Access library remotely
- Café
- Aesthetically pleasing, visually pleasing
- Logical layout
- More parking, potentially under building
- Adequate onsite or off
- Makerspace
- Aging population—serving older and middle age
 - o Community outreach at home
- What will be the info needs x ages?
 - o Needs and tech will change—flexible and adaptable
- If we are successful—we become a regional asset
- Responsive to new markets of interest
- Inside and outside space—extension of children space
- Space for children to be children
- Better marketing of library services
- Did you know...E-newsletter
- "How to" or "Help section"
- Tutoring spaces: smaller and larger for study- multi-use rooms to accommodate needs and interests
- Pet friendly
- Connection point with technology and resources
 - o For and by people(program, workshop, evening gathering)
*everything isn't solved electronically
 - o Entrepreneurs—economic opportunity in the region
- 3D printing

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Vision Items Rated Using The Impact & Feasability Grid

High Impact and High Feasability

- What will info needs be for all ages? Needs and tech will change
- Responsive to new markets and interests- adaptability and flexibility
- Space for children to be children
- Aesthetically and visually pleasing
- Better marketing of library services
- Entrepreneurs, social economic opportunity in this region
- Logical layout

High Impact and Moderate Feasability

- Connection point with technology and resources for people and by people (program, workshop, evening gathering) everything isn't sourced electronically
- Tutoring spaces, smaller or larger for study
- Multi use rooms to accommodate needs
- Aging populace- serving older middle age community outreach at home
- Inside and outside space- extension of children space
- Cafe

Moderate Impact and Moderate Feasability

- Access library remotely
- 3-D printing makerspaces
- More parking, potentially better building. Adequate onsite or off

After this exercise groups selected the three ideas that they wanted to present to the larger group, the Library Trustees, and the 1833 Society.

Top 3 Selections

- Flexibility and Adaptability of space and resources to adapt to future needs •
 - Aesthetics-look, feel, and layout •
 - Staff and Services •

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Tally and Announcement of Highest Priority Items

Each group's selected spokesperson then presented their respective group's Top 3 Priorities for the Peterborough Library of the Future to the reconvened larger group. They briefly described why they arrived at these decisions. Each "small group" transcribed their Top 3 Priorities onto a large sheet of newsprint. During a lunch sponsored by the 1833 Society, forum participants were asked to select their top 3 **overall** priorities out of each group's Top 3. These votes were then tallied, and the list below represents the overall highest priorities as decided by the participants of the Peterborough Library Visioning Forum.

Group 1

1. *Café/ Conference Room/ Theater/ Tech Ready.* **4 Votes**
2. *Virtual Library.* **2 Votes**
3. *Community Center.* **0 Votes**

Group 2

1. *Meeting Spaces* (multiple, flexible , free or inexpensive, meeting areas, tutor space) **6 Votes**
2. *Appropriate space for all ages* (kids separate and secure, cozy, teens) **4 Votes**
3. *Well wired for WiFi .* **1 Vote**

Group 3

1. *Building that is sustainable, high performance, and flexible* (sound, plugs, and views) **18 Votes**
2. *Community spaces* (individual, small, and medium meeting rooms, outdoor or rooftop café, visually pleasing) **15 Votes**
3. *Greater community services* (schools, nursing homes, neighborhoods, bookmobile, useful outreach and communications) **5 Votes**

Group 4

1. *Building* (green and flexible, while preserving history of both place and books) **16 Votes**
2. *Tech* (AV, Keep current access to all, tech instruction and training) **12 Votes**
3. *Changing Demographics/ Community* (be aware!, Connections to community via email, paper, and physical location) **5 Votes**

Group 5

1. *A dynamic community center for lifelong learning and engagement opportunities for all ages.* **20 Votes**
2. *Stronger liaison with community.* **10 Votes**
3. *Clarify library's mission in the 21st century with more focus on education and knowledge.* **1 Vote**

Group 6

1. *Flexibility and Adaptability of space and resources to adapt to future needs* **30 Votes**
2. *Aesthetics- look, feel, and layout* (appealing, comfortable, webpage, branding/DNA consistency and communication, climate inside, outdoor space down to river, café, parking: more and accessible) **19 Votes**
3. *Staff and Services* (face to face & screen to screen, ability to embrace, instruct, and mentor, use electronic marketing to bring diverse people in, serve regional members, trust in resources and info, confidence) **16 Votes**

Top 6 Items Voted by the Forum

1. Flexibility and adaptability of space and resources to adapt to future needs.
30 Votes
2. A dynamic community center for lifelong learning and engagement opportunities for all ages.
20 Votes
3. Aesthetics: look, feel, and layout.
19 Votes
4. Building that is sustainable, high performance, and flexible.
18 Votes
5. Staff and services.
16 Votes
6. Building: green and flexible, while preserving history of both place and books.
16 Votes