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INTRODUCTION

The dream of a modern facility for the citizens of Athol began many years ago when technology for the general public was first introduced. The Regional Library had loaned our library one of the first computers outfitted with Newsbank, a revolutionary product that allowed students to find and search full text articles without the use of the multivolume Reader’s Guide to Periodical Literature. The library was already crammed with students after school, many of whom had to stand at the magazine shelving and work because there were no seats available. With the introduction of the single new computer, attendance doubled as people waited patiently in line for their 15 minutes of time.

Then came the day that the computer was crated up and carted to the next library. How interesting that something we did not even know existed a month ago, was something suddenly that no one could live without. But the $4,000 price tag was totally out of our reach.

Until we started looking at our budget and seeing that we had a $4,500 painting project on the docket for summer. Staff started volunteering to paint the library themselves if the Trustees would consider using the money set aside to paint to instead purchase the computer and software. The rest, they say, is history. The entire main floor was painted in one weekend by a score of staff, family members and patrons.

The new computer arrived and we have not looked back. We continue to add technology and resources to assist the residents of this rural, geographically isolated, blue collar community. Products, such as JAWS for the blind and a Video phone for the hearing impaired (we were the first library in the state to get one), have been added to our Gates Foundation public access computers so that all may have Internet access.

As all this exciting stuff has happened over the years, the building deficits have only become more pronounced and are now an impediment to the service our patrons deserve. Built in 1918 and last renovated in 1965, our services and technology have kept pace but the facility is 45 years out of date. While we believe we have one of the best library staffs in the state, the tools they need to continue to meet the customer demand must be updated.

So began the building examination to see what we have, what we need and what we can expect for the future. The Planning team of Debra Blanchard, Library Director; Carol Ambrozy, Library Trustee; and Janice Lanou, former Director of the Wheeler Memorial Library, spent many hours working on this document and canvassing the staff for their needs to better serve the public. The community has been polled through a variety of mechanisms for their needs. Hopefully the reader will gain a clearer picture from exploring this document as we did in our own self investigation into the inner workings of the Athol Public Library and the community we serve.

The many people of Athol who contributed to this document come from a variety of backgrounds, economic situations and ages. Many are lifelong residents while others are newcomers to the town. Each has a different perspective and vision of the library but all agree that the time has come to modernize the facility for future generations. In our survey, over 67% feel the library should be renovated while only 3% said no.

Our library serves as the largest library in the nine town North Quabbin region and our customer statistics indicate a very active clientele. With Athol’s current population at 11,299, our total number of registered patrons is 13,234 with active patrons (those who have used their card in the last two years) at 12,480. In
addition our community was ranked by the Massachusetts Department of Revenue with an EQV combined rank of 663 which puts our need factor at 14.29% out of a possible 15%.

It is to those loyal customers that we dedicate this document and invite their input into the process. With their inspiration and input, together we can build an environmentally friendly, well stocked, universally accessible and economically viable community center to be enjoyed for many generations to come.

**MISSION STATEMENT**

The Athol Public Library serves as a vital community center that connects people of all ages in a friendly and helpful atmosphere with resources that enrich, educate and entertain.

**VISION STATEMENT**

Responding to the needs of an evolving population, the Athol Public Library will be the first and best choice of the community for information and inspiration in an environment that is accessible to all.

**Executive Summary**

“**Athol’s Future Expands at the Athol Public Library**”

The heart of the Athol community lies within the four walls of the Athol Public Library. It is a place where all members of the region, young and old, can enjoy good programs, find materials for leisure and educational interests, utilize online resources through public computers and classes and realize friendships through social networking opportunities in our book groups, playgroups, teen advisory group and Friends of the Athol Public Library activities. The library provides a community commons for people to come together and benefit from a diverse collection and friendly, caring staff.

The library has also committed to implementing green practices in a future building for the utmost energy efficiency and to reduce our carbon footprint. As one of two libraries in Massachusetts who have joined the United States Green Building Council (USGBC), we have pledged to meet the LEED standards for green building in our renovation / expansion. Our ultimate vision is to achieve Platinum certification with the realization that we would start working towards Basic certification and work upwards from there.

Highlights of the vision as we usher in a new era of library services include:

- Customers will enter a well lit, clean and attractive building staffed by knowledgeable people where they can find answers to their inquiries using an up to date diverse collection and computers with reliable and fast Internet connections.
- Patrons enjoy browsing the collection and new book section while finding comfortable seating to read today’s newspaper.
- Children and their families will enjoy a bright, cheery children’s library stocked with books and materials for all ages adequately displayed at appropriate heights.
- Children will participate in story hour and craft activities in a dedicated space, separately located for sound control.
- Young adults will listen to music, read, do homework, work on computers and socialize in their own separate space decorated in a theme chosen by the teen advisory board together with the Young Adult Librarian.
- Local organizations and groups will hold meetings in a comfortable room equipped with a commercial kitchen, multimedia and teleconferencing capabilities and accessible after hours.
- Students, researchers and business persons will be able to book and use quiet study rooms equipped with multimedia equipment and smartboards.
- Patrons with disabilities will be able to use any area of the library on any floor.
- Patrons can use any of the library’s high speed Internet computers for web browsing or word processing or they can attend a class in the computer lab on a variety of topics.
- A special local history room with security will preserve the history materials of our area together with the very large and specialized collection of historian Richard Chaisson which is willed to the library.
- Customers will park in a conveniently located, safe, paved and landscaped lot. Or they can return their materials via a covered outside drive up materials drop off.
- Wireless internet access is available in the learning commons / café as well as throughout the library and outdoors in the reading garden that is available 24/7.
- The Friends offer books for sale and other library promotional items in their designated area.

**OUR FUTURE ATHOL PUBLIC LIBRARY**

**Major Limitations to Service**

As an old building, the wiring, heating, cooling and other building infrastructure is not adequate for a modern library. The heating system is tied together in such a way that one floor is too cold while the other is too hot. Two thermostats control the entire building and they are both on the adult floor. There is no temperature control on the children’s level. The original 1918 windows are drafty and not energy efficient. There are only a couple of outlets available for customer laptops.

There is a huge demand for meeting room space both for library programs and from the public. With one room available, it is a juggling act to accommodate everyone’s needs. Because there is no separate entrance and security system, the room cannot be used after regular library hours.

*Photo right: Spanish lessons in a limited space along with Friends of the Library Book Sale against walls. Programs must be limited in attendance because of lack of space.*

While parking has been improved in recent years, it is still woefully undersized. Adjacent parcels would need to be obtained. There is a suitable piece of land that is for sale and acquisition is being negotiated as part of the building process.
The building is not fully handicapped compliant especially with regards to stack width and maneuverability within the facility. It is also extremely difficult for mothers with strollers or more than one person in the stack area.

Because of lack of shelf space, over the years the comfortable seating has been removed to make way for more shelving. Patrons desire easy chairs for reading and tables with sturdy chairs for studying, laptops and work spaces.

Objectives for the Building Program

Just like a recipe, all the needs and desires of the community have gone into this building program so that the architect has the flavor and ingredients that should go into a library for Athol. This plan, with the input from staff, trustees, customers and Friends of the Library members, sets forth a plan for library service well into the future.

The basic objectives are as follows:

- The historic 1918 Carnegie building and the 1960 addition will be expanded and renovated.
- Green features will be examined and implemented for energy efficiency and cost savings.
- LEED certification for the new building will be earned for the basic level (at minimum).
- Corresponding educational programs will be held to inform the public about the green aspects of the building.
- The completed facility will have a total square footage (combining old and new) of approximately 20,000 square feet.
- Shelving and display space adequate for a collection of approximately 80,000 will be installed throughout the library. Books will not be shelved on the top and bottom shelves.
- The children’s area will be enlarged to 3,115 square feet with a separate, enclosed story hour / craft room.
- The young adult area will be enlarged to 1,055 square feet.
- The children and young adult libraries will share a program room of at least 600 square feet. This will be separate from the main program room but may share kitchen facilities.
- The multipurpose program room for the adult programs and the public will have a separate entrance and security so that the room can be accessed after hours and should be able to be closed off from the main facility. The room should have access to a bathroom and a full commercial kitchen. It will seat 100 people. The conference room will seat 16 people and have teleconferencing ability.
- There will be 2-3 quiet study rooms for student group, individual and business meetings.
- The Internet Café will seat 14 people; have adequate electrical outlets and wireless availability.
- Computers will be throughout the library, some for online catalog searching, some in the adult and children’s library for personal use and some in the computer lab for teaching purposes.
- Handicapped patrons will be able to access any area or floor of the library including staff space.
- There will be adjacent parking with defined green areas which will be safe, well lit, paved and accessible. A drive through book return will be located under an overhang for weather protection.
- Attractive and safe outdoor seating for patrons wishing to use the library’s wireless out of doors or after hours; for children’s or adult outside programming; or for the staff to take their breaks.

Just one of many examples of cramped, crowded, and unpleasant browsing situations.
The Community of Athol

“We love our town”

Physical Characteristics

The Town of Athol is part of Worcester County, and is located in the North Quabbin region of north central Massachusetts. The town lies between the picturesque Tully Mountains to the north and the Quabbin Reservoir to the south. It is bordered on the southwest by New Salem, on the west by Orange, on the north by Royalston, on the east by Phillipston, and on the southeast by Petersham. Athol lies 38 miles north of Worcester and 71 miles west of Boston. Athol’s 32.34 square miles support a population of 11,299. The population density is 349 persons per square mile.

The soil of Athol is rough and stony, and the terrain is wooded and hilly, with elevations ranging from 500 at the edge of Millers River to 1282 feet at the top of Pratt Hill near the Bearsden Forest. The Millers River is Athol’s most significant waterway and flows through the downtown area from northeast to west.

History

Five families first settled in an area named “Pequoiag” in September 1735. When the township was incorporated in 1762, the name was changed to Athol. John Murray, one of the proprietors of the land, chose the name because the hills reminded him of his ancestral home of Blair-Atholl, Scotland. “Athol” means “pleasant place.”

Early residents subsisted on agriculture and hunting. By 1791, Athol had four grist mills, six sawmills, a fulling mill, and a shop with a trip hammer, all of which were operated by water power. The Athol Cotton Factory, built in 1811, was one of the first industries to serve a market beyond the local one. Through the 1800s, textile, leather, wood, and metal industries further expanded the market for goods produced in Athol. The construction of the Vermont and Massachusetts Railroad in the 1840s fostered so much industrial growth that a second line connecting Athol and Springfield was constructed in 1870. Construction of the Fitchburg Railroad, an east-west line, came through Athol in 1879, on its way to the Hoosac Tunnel and the Berkshires.

The Athol Machine Company was established in 1868 in order to manufacture a chopping machine invented by Laroy S. Starrett. In 1881, Mr. Starrett established the L.S. Starrett Company, known for making quality precision tools. The company remains the town’s largest employer to this day, and thus does Athol live up to the nickname “Tool Town.”

As industries developed along the river valley, homes and stores grew up around the common located on the hill southeast of the factories. This area, today called “Uptown,” was the location of the first bank. The first trolley lines, established in 1894, ran from Athol to Orange, and additional lines soon provided efficient transportation to surrounding areas. Because of its development of industry, commerce, and transportation, Athol was the center of activity for the entire area at the turn of the century.
During the 1930s, the trolley lines closed due to the increased use of private automobiles, bus service, and the generally difficult economic times. When four Swift River towns were flooded to create the Quabbin Reservoir, the Springfield railroad route had to be abandoned. Consequently, Athol’s growth leveled off as commerce became increasingly dependent on the interstate highway system. Population reached a peak of 12,186 in 1955.

The Route 2 bypass of Athol was constructed in the 1950s, further limiting direct access to the downtown business district. The following years showed population decline, falling to a low of 10,634 in 1980. However, Athol’s population has risen gradually since that time and shows every indication of growing. It will be interesting to see the results of the 2010 Federal Census. According to the Community Development Plan 2004, prepared by Athol and Dufresne – Henry, Athol’s population is projected to grow 1.66% between the years 2000 and 2020 to 12,655. Using WebJunction’s space planning worksheet, we determined that including our non-resident use would put our projected service population at 13,921.

<table>
<thead>
<tr>
<th>Population</th>
<th>1970</th>
<th>1980</th>
<th>1990</th>
<th>2000</th>
<th>’70 – ’80 % +/-</th>
<th>’80 – ’90 % +/-</th>
<th>’90 – 00 % +/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>Athol</td>
<td>11,185</td>
<td>10,634</td>
<td>11,451</td>
<td>11,299</td>
<td>-4.9</td>
<td>7.7</td>
<td>-1.3</td>
</tr>
</tbody>
</table>


Government

Municipal government is by open town meeting and governed by charter. Athol is divided into three precincts. The first Monday in April is the date for the annual town election. The annual town meeting is held in June, and a fall town meeting occurs in October. Additional town meetings are held as needed. Administration of the town’s business is carried out by a five-member elected board of selectmen and a town manager following the Town Charter, which was passed in 2000. Other important town boards are the FWAC (Finance and Warrant Advisory Committee), the Planning Board, the Conservation Commission, the Historical Commission, the EDIC (Economic Development and Industrial Corporation), and the Zoning Board.

The Athol Fire Department and Athol Police Department provide fire protection and public safety. In addition, a Massachusetts State Police barracks is located in Athol near the high school. The Department of Public Works takes care of roadways, water works, sewage treatment, parks, and cemeteries.

The towns of Athol and Orange cooperate with each other as neighbors, in spite of the county line that divides them. Some service providers for Athol are based in Franklin County, even though Athol sits in Worcester County. Several important meetings have been held in the last year, spearheaded by Athol Selectman Philip King, to regionalize services in the North Quabbin (nine town) Region. The Library is one of the departments being examined for this venture.

Population Characteristics

The 2000 census lists Athol’s population at 11,299. This reflects a slight decrease (1.3%) from the 1990 census figure of 11,451. The figure is likely to rise, for, while new building has slowed considerably due to the recession, people are relocating here from the eastern part of the state due to the incredibly low housing prices. “According to the Community Development Plan 2004, prepared by Athol and Dufresne – Henry, Athol’s population is projected to grow 1.66% between the years 2000 and 2020. The town’s
population density of (346.9) people per square mile is high compared to the rest of the Montachusett Region, which is largely owing to Athol’s historic development pattern.” (Athol Open Space and Recreation Plan 2008)

Athol’s residents are of varied ancestries, including French, Yankee, Irish, French Canadian, Italian, German, Polish, and Lithuanian. Minorities (Hispanics, African Americans, and Asians) make up less than 5% of the population. The median age in Athol in 2000 was 38.6 years.

80% of Athol’s residents are high school graduates. Only 17% have college degrees.

The median household income was $33,475 in 2000. While the median house value was $87,100 in 2000, the average cost to build a new single-family home in Athol was $133,100 three years later. Currently these same houses are going for far below this value due to foreclosures and the economy. Many residents do not work in Athol. The average commute to work takes 24.6 minutes.

Communications

Athol has its own daily newspaper, *The Athol Daily News*. In addition, the Worcester *Telegram and Gazette*, the Greenfield *Recorder*, and *The Gardner News* cover Athol events and news. Newspapers from Boston, Springfield, and Fitchburg are also sold in local stores. The library also carries the *New York Times* and the *Wall Street Journal*.

Time Warner Cable provides service to 6,646 subscribers in the Athol-Orange area. 4,044 live in Athol. The two-town area also benefits from the work of the Athol-Orange Community Television, Inc. (AOTV), which is a nonprofit cable casting corporation. AOTV trains people to produce their own local TV programs, and it records and airs public meetings and events through the Time Warner system. There is a store front between Athol and Orange, however all management functions and personnel were moved to Albany New York this year as a cost saving measure.

WJDF 97.3 FM and WAHL 99.9 FM are the local radio stations in Athol and Orange. Additional broadcasting from Gardner, Greenfield, Keene (NH), Springfield, Worcester, and Boston can be heard.

Broadband and DLS is spotty in the Athol/North Quabbin Region. Services such as Verizon and Time Warner Cable provide this service but outlying areas use dial-up access numbers based in Petersham, which is a local telephone call from Athol as broadband is not available yet. Many area residents with dial up frequent our library for downloading large files or to speed up their work process.

Transportation

Though residents can often walk to businesses in the downtown and uptown districts, Athol is primarily dependent on the automobile for out-of-town transportation. Route 2A runs through Athol’s business districts and provides access to Orange to the west and Gardner to the east. Route 2 provides access to Greenfield (30 miles to the west), Gardner (15 miles east), Fitchburg (25 miles east), and Boston (71 miles east). Worcester is 34 miles from Athol via Routes 32 and 122 in Petersham. Keene, New Hampshire, is 25 miles north via Route 32.

Athol is served by several bus lines. The Franklin Regional Transit Authority (FRTA), based in Greenfield, has daily runs from Athol to points west. The Montachusett Area Regional Transit (MART),
based in Fitchburg, can take residents to points east of town. Community Transit Service buses provide
dial-a-ride service for those people in Athol, Orange, and Winchendon, who are in need of transportation
to work, medical appointments, shopping, or other errands.

An active freight rail line runs through Athol however it does not have a stop here. To connect with a
passenger rail system, Athol residents can go travel to Fitchburg (a 30 minute ride) to catch the trains of
the MBTA, the Massachusetts Bay Transportation Authority, which serves the Boston metropolitan area.
Amtrak stations are located in Amherst, Springfield, Worcester, and Brattleboro, Vermont.

Pilots and passengers of private planes can access the nearby Orange Municipal Airport. Athol
residents who intend to fly long distances generally commute to Logan International Airport in Boston or to
Bradley International Airport in Windsor Locks, Connecticut, which is south of Springfield.

**Economic and Commercial**

Athol’s economic climate has changed drastically since its own post-Civil War industrial revolution. A
number of the large brick factory buildings along the Millers River are now vacant or in only partial use.
The L.S. Starrett Company continues to be the major employer in town, but some of its unskilled laborers
relocated to its North Carolina plant years ago. The Athol Memorial Hospital is the next largest employer.
Other significant workplaces are Quabbin Valley Healthcare, Pexco, Whipps Incorporated, Vegetation
Control Services, Niagara Cutter, Girardi Distributors, Athol Daily News, Castine Movers, and Hannaford
supermarket.

In the early 1980s, the state targeted the North Quabbin region (and principal towns Athol and Orange)
for funding to promote economic development as the area had the highest unemployment rate in the state.
Small cities grants and other government funding provided a promising start of economic growth until a
recession hit. At that time, several large and small Main Street businesses closed.

Citizens of the two towns formed alliances to work together at revitalizing the area. The Orange-Athol
Industrial Development Commission began in the 1960s to bring businesses to the area near the Orange
airport. The Millers River Community Development Corporation, North Quabbin Housing Partnership,
and a banking alliance also grew out of collaborative efforts. These groups succeeded in financing housing
to middle-income residents, natives and others who were not accepted by traditional lending programs.

Retail and wholesale businesses, generally stretching along Main Street and Route 2A, provide most of
the remaining jobs in town. The downtown business district features shops, banks, eateries, and a Ocean
State Job Lot store. A new Senior Center is under construction next to Ocean State. The uptown area
provides restaurants, convenience stores, a bank, a CVS pharmacy, and a local bookstore. A McDonald’s
restaurant and a convenience store sit at the main intersection west of the town center. The Athol-Orange
border on Route 2A features two small shopping plazas, a large grocery store, and a lumber store. A Wal-
Mart store is another mile further toward the Orange town center.

Athol residents who wish to take in a big-screen movie, eat at popular chain restaurants, or shop at large
department stores must travel to Gardner, Fitchburg and Leominster, Amherst and Hadley, Greenfield, or
Keene, N.H.
Education

The Athol-Royalston Regional School District educates young people from grades pre-K to 12. Three elementary schools serve Athol students only: the Pleasant Street School (K-5), the Riverbend School (K-5), and the Sanders Street School (K-3). A Royalston Community School (K-6) serves children who live in that town. The Athol-Royalston Middle School consists of grades 5 to 8, and the Athol High School is made up of students in grades 9 through 12. District enrollment for the 2009-2010 school year was 1,700 students. Interested individuals may attend the Montachusett Regional Vocational Technical School in Fitchburg on a tuition basis, subject to the approval of school authorities.

The closest community colleges are Mount Wachusett Community College in Gardner and Greenfield Community College in Greenfield. Programs leading to a Bachelor’s degree and higher courses of study can be found in Amherst, Fitchburg, Worcester, and Keene, N.H. A few students choose to further their education at institutions elsewhere in New England, around the country, or online.

Private day care centers and nursery schools provide stimulation and social learning opportunities for the young child. Each week, the Athol Public Library holds several preschool activities which invite caretakers and small children to visit the library, play with educational toys, read or hear stories, do crafts, and interact with others. The Athol Area YMCA also schedules activities appropriate for children ages 6 months through kindergarten, and operates a preschool and nursery school, as well as after-school daycare.

Culture

Athol is geographically isolated from the major cultural centers of Massachusetts; consequently, its residents tend to create their own entertainment. Productions and programs are initiated by such organizations as the Athol Area YMCA, the Athol Historical Society, the Athol-Orange Rotary, the schools, and the Athol Public Library. The Athol Cultural Council provides funds for some of these programs.

Since the Athol Public Library has inadequate facilities for seating, its largest annual program is presented in conjunction with and at the home of the Athol Historical Society. The adjacent Town hall is also used but lacks air conditioning and has poor acoustics. The Friends of the Athol Public Library also provide funds for smaller programs held at the library, like young adult craft workshops and author visits and book-signings.

In the summer and early fall, “Tool Town Live!” weekend concerts are held in the Uptown Common and at Fish Park in the western part of town. Begun in 2004, this popular series features talented groups from around New England which represents a variety of musical genres. The concerts are offered free of charge, supported by car washes and other fund-raisers held earlier in the year. The Friends of the Library sell soda and chips to raise money and also to promote awareness of the library.

The Athol Historical Society, a group of private citizens, occupies the old town hall in the uptown area. The building houses a museum exhibiting articles from Athol’s storied past. Additionally, the society sponsors talks about local history, provides guided tours of historic sites, and holds special events. The L.S. Starrett Tool Museum, located at the company office, has on display machine tools of the past. Visitors are admitted by appointment only, made with the personnel department of the company.
Nearby, the Fisher Museum of Forestry at Harvard Forest in Petersham features dioramas portraying the history of central New England forests. The North Quabbin Natural History Museum is located on the second floor of the Orange Historical Society building in Orange.

Recreation and Entertainment

Athol and its surroundings offer unlimited opportunities for enjoying the outdoors. Clubs like the Woodsman Rifle and Pistol Club and the Athol Bird and Nature Club focus on specific outdoor interests.

Some of those activities center around the Millers River. The River Rat Race, an annual canoe race held each spring, draws participants from all parts of New England. The six-mile race begins at Cass Meadow in Athol and ends at Hacheys Landing in Orange. This event attracts a large crowd of observers and usually features a parade and a carnival.

Six historic public nature areas are administered by the Athol Conservation Commission. The largest of these is Bearsden Forest in the northeastern part of Athol. It contains hiking trails, camping areas, bridges, paths, old quarries, ponds and brooks. Plans are also underway to create a greenspace/biking trail between Athol and Orange.

Eco-tourism and supporting environmental interests are popular throughout the North Quabbin region. The Millers River Environmental Center is located in a former elementary school building on Main Street. It offers exhibits and events and is also the home of the Athol Bird and Nature Club. Mount Grace Land Conservation Trust, based in Athol at Skyfields Arboretum, protects significant natural, agricultural, and scenic areas and encourages land stewardship in North Central and Western Massachusetts for the benefit of the environment, the economy and future generations. Organizations such as these help to preserve the beauty and natural resources that bring people to the Athol area.

The southern part of Athol, bordered by the Harvard Forest and the Quabbin Reservoir, offers some of the most beautiful hiking trails in the area. The town owns Fish Park, Silver Lake, and Lake Ellis, where people can swim, skate, play tennis, or play ball.

Athol has additional recreational facilities. The Ellinwood Country Club offers an 18-hole golf course, banquet facilities, and a clubhouse for its members. The downtown Athol Area YMCA includes an Olympic-size pool, racquetball courts, gyms and workout equipment. Courses are offered in sports skills and practical arts. A Y-sponsored camp for local children, Camp Wiyaka, is located just across the border in New Hampshire.

Recreational activities for children and young adults are provided by the Boy Scouts and Girl Scouts. The Athol Recreation Department sponsors summer programs for youths at local school playgrounds. Social and fraternal organizations such as the Athol Women’s Club, the Elks, Lions Club, Rotary, Veterans of Foreign Wars and the Masonic Lodge, offer a wide range of activities for families and individuals.
**Group Facilities**

Four municipal auditoriums are available for large group events in Athol. They are:

<table>
<thead>
<tr>
<th></th>
<th>Seating</th>
<th>Location</th>
<th>Parking</th>
<th>Acoustics &amp; Visibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middle School</td>
<td>400</td>
<td>Uptown</td>
<td>Good</td>
<td>Excellent</td>
</tr>
<tr>
<td>Memorial Hall</td>
<td>525</td>
<td>Central</td>
<td>On-street + lot</td>
<td>Poor</td>
</tr>
<tr>
<td>Liberty Hall</td>
<td>300</td>
<td>Central</td>
<td>On-street + lot</td>
<td>Fair</td>
</tr>
<tr>
<td>High School</td>
<td>642</td>
<td>Uptown</td>
<td>Good</td>
<td>Excellent</td>
</tr>
</tbody>
</table>

Churches, lodges, and the Athol Area YMCA have facilities for small group functions. The library has an activities room available at no charge, however it must be used during the hours the library is open. The library is located at the same intersection as the town hall and the YMCA. A parking lot is behind the library, and another municipal lot is a block behind the YMCA building. Otherwise, parking is available along the streets however, patrons complain continually about not being able to find a parking spot to use the library.

**Social Services**

Historically Athol has had many publicized social problems, and several local organizations are still on hand to remedy these situations. Chief among the problems are high rates of unemployment, teenage pregnancy, domestic violence, and alcoholism.

The Athol Memorial Hospital provides hospital care, screening clinics, educational classes, home nursing care, out-patient counseling and a sleep clinic. A medical arts facility is located directly behind the hospital.

The North Quabbin Community Coalition operates from a storefront on Main Street and is funded by state and federal dollars. Its membership is derived from local agencies, churches and organizations and is committed to providing a forum for sharing, advocacy, legislative lobbying efforts and to avoid a duplication of services. This coalition has been a model for the development of other similar initiatives around New England. Its task forces focus on such issues as child abuse, teen pregnancy and lack of affordable housing to come up with some real solutions. One of its members, the Literacy Volunteers of Orange / Athol, provide free, confidential and private one-to-one tutoring for improving reading, writing, and math skills.

Children and families are served by additional agencies with Main Street offices. Athol-Royalston Community Partnerships for Children maintains an informational resource center for parents and a link to the Title I program in the schools. The Greater Athol Area Advocates for Families with Special Needs administers family support services for those who have a family member with a developmental disability.

The Athol Council on Aging, in conjunction with Franklin County Home Care Corporation, provides hot meals, clinics, transportation, and recreational programs for the elderly. Three local housing complexes provide apartments specifically for senior citizens.
LIBRARY DESCRIPTION

The Athol Public Library

“We love our library”

History

Library service in Athol dates back to 1830, when the Athol Social Library offered books to local readers. Between 1850 and 1860, the Athol Agricultural and Mechanical Library served various groups. Area churches also maintained their own small libraries to serve the members of their congregations.

On November 13, 1878, an organization calling itself the Athol Library Association was formed. To this early group the Athol Public Library is directly related, for in 1882, the association offered its book collection to the town on the condition that municipal funds be appropriated to provide housing for the collection and to purchase additional books. In April 1882, the town voted to accept these resources (1063 books) and appropriated $300 to support the new Athol Free Public Library. A library committee of five to seven elected members oversaw the institution until 1886, when the number of committee members was established at six.

This first public library was located on the second story of the home of Joel M. Doane, 268 School Street, and Mrs. Doane served as the librarian. Under town management, the library soon outgrew “the front parlor up one flight.” In 1887, the committee leased Mr. Doane’s vacant barn and hired as the librarian his daughter-in-law, Mercie S. Doane. The library was moved to the barn, the Dewey Decimal system was adopted, and a card file was developed. By the turn of the century, the committee considered those quarters inadequate and vowed that no additional materials would be purchased for that location. Library patronage declined accordingly.

At that time, Wilson H. Lee of New Haven opened negotiations with Andrew Carnegie to fund a new library building. Mr. Lee had grown up in Athol and still had an affection for the community. Though Carnegie offered the town a $15,000 grant, and Lee had gotten a $1500 private pledge to buy a parcel of land, the townspeople refused the deal.

The library still needed a new home, preferably one that was closer to the business district of Athol. Space opened up in the Academy of Music building on Exchange Street; the collection was moved into it, and the library opened for service on December 5, 1903. Mantie R. Hinman became the librarian. This new site offered shelves open to the patrons, a separate children’s section, and a new charging system. Local appropriations remained low in comparison to library funding in surrounding towns, but circulation of library materials increased. Book deposit stations in South Athol and at Miss Grace Pitts’ store uptown were established for a short time in an effort to reach more of the public.

In 1914, local businessman Laroy S. Starrett generously leased land on which to build a new library. Wilson H. Lee again opened negotiations with the Carnegie Corporation. Two years later, the town of Athol accepted a $22,000 Carnegie grant to erect a free public library building. The new library was turned over to the town on August 16, 1918. Designed by W.H. & Henry McLean of Boston, the
library was built in a simplified Classical Revival style by Fellows & Ducworth Co., Inc., of Brookline, and follows one of the floor plans suggested by the Carnegie Corporation. One large room on the main floor contained the collection and accommodated all the patrons. A hardwood floor was laid in the downstairs hallway at the expense of L.S. Starrett. The main floor featured an historic fireplace mantle from the old Humphrey residence in Dorchester, the site of the birth of the first ordained minister in Athol. A large grandfather clock was donated by Wilson H. Lee.

Several librarians served in the new library until Gladys Greene was appointed head librarian in 1927. Miss Greene served tirelessly for the next thirty years, promoting service to children by offering summer reading programs and school book deposits, and initiating plans for a separate children’s room at the library. In 1953, Miss Greene saw her plan become reality, for in that year the ground-floor children’s room was dedicated in her honor. That space, originally designed as an assembly hall with stage, had been occupied by the local Red Cross chapter since the library opened in 1918. Miss Greene resigned as head librarian in 1957.

As library needs have increased, a number of physical improvements have been made to the original 1918 structure. To provide increased space, a two-story addition was built onto the rear of the library in 1965. It included rest rooms, a staff lounge, and enlarged reading and stack areas. The library was the first Athol town building to have air-conditioning, which was added in 1969 using library trust funds. In 1978, the ground-level storage room was renovated and turned into a multi-purpose room, which today continues to serve as an activity room for events for all ages. The library became handicapped accessible in the late 1980s; a designated parking space and a rear-entrance ramp were created in 1985, and an elevator, handicapped rest room, and children’s entrance ramp were added in 1988. Those amenities pre-dated the 1990 passage of the Americans with Disabilities Act, demonstrating the commitment of a forward-thinking library board.

Library staff members have always responded to community demand for services. To meet the growing need for children’s services, Myrtle Scribner was appointed the first full-time children’s librarian in 1965, and that position remains full-time today. A Friends of the Library group was chartered in 1980, and this group is still active today. In the early 1990s, circulation and cataloging of library materials became computerized. Internet access for patrons began in 1995. Teaching public computer classes using a wireless lab began in 2001. In 2004, the “On the Same Page” reading initiative began and has continued to this date. The library continues to offer a wide variety of children’s, young adult and adult programs. Many are or were funded with grants received from the Institute of Museum and Library Services (IMLS) through the Massachusetts Board of Library Commissioners and the Friends of the Athol Public Library.

Administration

The constitution of the Athol Public Library names the Board of Library Trustees as its governing body. Two of the six trustees are elected each year for three year terms, and the Board elects a chairman and a clerk each year. The Director serves as the executive secretary. Responsibility for library management, collection development, and provision of library services to the public is delegated by the Board to the Library Director.

Under its bylaws, the Board meets once a month, except in July and August, unless additional meetings are needed. The November meeting is devoted to budget planning for the coming year. All meetings are posted and held under the Open Meeting Law.
Personnel

The Athol Public Library employs a director, an Assistant director, a children’s librarian, four full-time (hours range from 25-37 per week) technicians, two part-time technicians, two part-time high school pages, two substitutes, and a part-time custodian. The number of FTEs is 8.8. The Director, Assistant Director and Children’s Librarian are professional positions requiring a Master’s degree in Library Science.

Physical Description

The Athol Public Library is located on Main Street near the downtown shopping area and is convenient to the business district, factories, residential areas, and the town offices. A parking lot is located to the rear and side of the building and is accessible from Island Street. Several other public parking lots are within walking distance. Metered parking spaces are available along Main Street.

Three entrances lead patrons into the approximately 7,000-square-foot building. The original front door entry faces Main Street and has high granite steps to reach the main floor. A rear entrance with a handicapped ramp and automatic doors can be reached from the rear parking area. The children’s entrance also features electric doors and has handicapped accessibility from ramped sidewalks that link it to both the Main Street sidewalk and the rear parking lot. Doorbells for after-hours entry have been installed at the front and back doors. An elevator connects the main floor and the ground floor for ease in transporting equipment or patrons who cannot navigate steps. The library has three rest rooms: two on the main floor near the computer area, and a handicapped unisex facility in the elevator vestibule on the ground floor.

The main floor houses the adult and young adult collections and includes a casual reading area, a reference area, public computers, a stack area, Director's and Assistant Director's offices, and a combination staff office / workroom / kitchen. All of these areas are congested and difficult to negotiate in and around.

The front left section of the main floor is the reading area. It is furnished with one round table with chairs, two long tables with chairs, and one upholstered reading chair. Periodicals, current newspapers, mysteries, audio-visual collections and mysteries are shelved here. The public copier, microfilm reader and local newspaper reels are housed here, too. Beyond this reading area and separated from it by the biography shelves is the reference area and the beginning of the large print shelves.

The main thoroughfare at this level contains three round tables and chairs. The circulation desk appears on the right-hand side; behind it are the staff offices and workroom. Beyond the desk is the Business and Career Center, with one reservation computer, two catalog computers, and eight public access computers available for patron use. These computers were a grant from the Gates Foundation and are energy efficient Studio Hybrids. To enter the general fiction and nonfiction stack area, one must proceed through the doorway to the rear of the building. Across from the circulation desk an area was created using an LSTA grant for teens. This teen space is heavily used by young adults and also by adults during the day who also like the bright new furniture.
Each of the library's collections is housed on shelves that are jam-packed. Acquisition has reached the limitation of the facility, and one item must be discarded for each new one added. The general fiction and nonfiction shelves are stacked close together and are not ADA-compliant. Only 26 chairs are available for patrons who wish to sit and read with only two of those being comfy easy chairs. The main floor of the library is in desperate need of expansion for shelf space, seating capacity, and ease of traffic flow.

The ground floor of the library houses the children’s room, the archives, the activities room with kitchen area, and utility spaces.

Shelves around the perimeter of the Gladys Greene Children’s Room contain fiction, nonfiction, picture books, chapter books, and audio-visual items for young children. Three tables with 8 chairs accommodate visitors and their parents. One catalog computer and three patron access computers are available for use. A play area next to the circulation desk offers games and toys. Off to one side of the room is a small staff office / storage area. A storage area that used to house holiday materials located under the front steps of the building is no longer habitable due to water damage. The children’s room is in need of increased seating capacity, shelf space, storage space, and dedicated space for activities.

Just down the hall from the children’s room is the Kate L. Fay Archives Room. More than 400 books of local and regional history are kept there. Included are town directories, town reports, and street lists. Patrons who wish to use this locked room on their own must register at the circulation desk on the main floor. The town historian Richard Chaisson has left his extensive local history collection to the Athol Library in his will. Any renovation or new construction must take this sizable collection into account. To maximize space, a Spacesaver Movable Shelving system or equivalent should be installed. The room should also be climate controlled.

The Martha T. Talcott Activities Room is the next room along the hallway. Named for a former library trustee chair, this room is used for programs for all ages. The kitchen area was renovated in 2005 and is a commercial kitchen. There is a small amount of room for storage. The wireless computer lab is housed here and can be set up for computer classes. Shelves of discarded books in the hallway represent an ongoing book sale, sponsored by the Friends of the Library. This room is heavily used and is often not available for the many programs that the library sponsors.

A former janitor’s closet is now a computer server room, located across the hall from the activities room. The boiler room is accessible from the children’s staff office. Additional storage is found next door in Town Hall in a space known colloquially as “Library East.” Holiday decorations, circulating artwork, bound volumes of old newspapers, and little-used general supplies are housed here.

The library features a security and fire alarm system which connects directly to the Fire Station and an outside security firm. There is no fire suppression in the building.

**Finances**

The Athol Public Library is financed with municipal appropriations. State aid and the accumulated interest from a number of endowments are used for larger projects. Trust fund interest has restrictions as to its use and is not used for routine library expenses.
Prior to the recent economic downturn the library was already suffering from budget woes (as were other town departments). With the current recession, it has become even worse and we have struggled for the past two years and now into the third to maintain our certification. The typical work-week for an Athol town employee was cut from 40 hours to 37 hours. During the past decade, the library has seen a reduction in both open hours and staffing due to diminished funds. In November 2009 when the Assistant Director accepted another position, the town manager instituted a hiring freeze. The loss of this position has been very difficult on the staff and has resulted in delays in service to the public. The good news though is that through attrition and combining of other positions, the Assistant’s position has been filled. It is only 30 hours though and we have lost some part time hours to do it, but the feeling was that the resulting increased level of responsibility and experience will offset this. While state mandates are still being met for a library of this size, any further cuts could likely result in loss of certification of the Athol Public Library.

The Friends of the Athol Public Library provide about $5,000 annually to purchase videos, support programming and cover other miscellaneous expenses.

The library has a strong history of seeking grants to fund programs and services not normally provided through our regular budget. Almost all of our computer equipment and technology has been purchased through grants such as the Gates Foundation and Niagara Cutter.

Collaborations

The Athol Public Library was a member of the Central Massachusetts Regional Library System. With the consolidation of the Region, we anxiously watch to see how we will be impacted. Our library relied heavily on CMRLS for guidance, materials and workshops. A regional van makes daily deliveries to the library and this is one of our most popular services.

The Athol Public Library was fully automated in 1989 using the Follett Software System and has grown from two computers to a sophisticated network of 35 workstations utilizing a Windows 2003 server. The server will be replaced shortly and will feature a Windows 2010 platform. In 2009 we upgraded from Follett Circ/Cat in house to Follett Destiny, a web based product. In addition, we manage our own web site with an in house staff person serving as the web master.

In 1993, the Athol Public Library became an online affiliate member of C/W MARS. Central / Western Automated Resource Sharing, Inc., is a library consortium dedicated to efficient resource sharing and rapid access to information. It networks more than 140 libraries in central and western Massachusetts and provides an easy interlibrary loan method among them. While affiliate members have access to the information and the network, they do not circulate materials directly through C/W MARS. Annually the library Trustees consider membership in C/W MARS but the price tag of $27,000 annually versus $1,000 for Follett cannot be justified by the Finance Committee.

In spite of its location on the border of two counties, the Athol Public Library maintains a good relationship with the other town libraries in north central Massachusetts. Librarians from outlying smaller towns may choose selections of books on tape, DVDs, and videos to borrow on a long-term basis. Because of its size and variety of materials, the Athol Public Library is an important resource to both the libraries and residents of surrounding towns.
The children’s room and young adult staff do their best to meet the needs of area students, especially knowing that all of the local schools do not have staffed libraries or certified librarians. Upon teacher request, the librarians host student visits for library orientation, book selection or instruction; visit classrooms to promote reading or the library; provide deposit collections for classroom use; supply suggested reading lists; place materials to meet assignments on reserve; and put summer reading list titles on reserve shelves for easy browsing. Library staff may help school staffs and parent-teacher organizations with projects in the school libraries. They organize Community Reading Day for children in grades K-8 and arrange for ‘local celebrities’ to participate. Library staff also keep students in mind when making book purchases so that the public library can meet many of the needs of this audience.

Athol’s Friends of the Library group was organized in April 1980. Dues range from $5.00 for individuals to $100 for sustaining members. The group’s income is derived from dues as well as from book sales of discarded library materials and special fund raisers. The income is used to support many library programs and projects. Members who actively participate in the Friends have remained basically the same since its inception, and a membership drive could be started to recruit newer members.

**NEEDS ASSESSMENT**

I. The Space We Live In

Athol Public Library collections and staff provide services in a building that was renovated in 1960 with an intended life span of twenty years. While we have been diligent about maintaining and upgrading each year, demand for meeting and programming space has far outstripped the available room. We don’t fit anymore. Technology has placed an additional burden on the infrastructure, requiring wiring and electrical stressors on an outdated structure.

Over 350 people per day enter the library via three doors creating wear and tear on the facility. Our stack area is not ADA compliant, although access into the building is excellent with two handicapped entrances featuring electrified push button doors, an elevator and also a handicapped bathroom.

In addition, the stack area is so crowded that we must toss a book when we buy a book. Ideally we would hope to leave the top and bottom shelves vacant and interfile oversize materials with regular items.

With transportation problems and an isolated rural community, the library has stepped into the void to provide community meeting and greeting space. Programs of culture and entertainment are offered to give residents choices close to home. Serving as a community center is vitally important to the staff and trustees, as the citizens have requested and responded. As demand has grown, however, we have to turn people away daily.

II. Who We Want to Be

While we have accepted the charge to function as an informal center of our community, the reality is that we have not been able to fully perform to expectations due to lack of funding year after year and an acute deficiency of adequate or appropriate space.
Focus groups and surveys have indicated strongly the need for after hours community meeting space. A safe place where people of a variety of organizations can meet on neutral territory without need of staff availability. An outside secure entrance with the ability to close off the building would solve this problem.

In an ideal world (or close enough to be achievable), the library would have separate program areas for children, young adult, adult and technology training. Each would feature age appropriate furniture and accessories. Each would have enough staff to attend to their needs and provide programming. Citizens would turn to us first for all their information needs, the library naturally coming to mind as their best choice for a solution. It is time to see how we can make that happen.

While we are thrilled to have new Gates Studio Hybrids, the crowded conditions are unacceptable for working or privacy of any kind for personal information.

There are 6-8 adult staff people trying to manage work in this small staff room which is the only one and also serves as the staff break area.

This is the children’s librarian’s office, workroom for children’s staff and storage for all craft materials and loanable kits.
From Athol Assessor’s Map: 30
The Library building is on Plot 177
and the parking lot is on Lot 164.
The lot currently being negotiated
is Lot 162/163.
The Town Hall is on Lot 178.
Limitations of the Existing Building

The library is at a point where every book we purchase means another has to leave. Often these discarded books still have a useful life but there is simply no room to house them. The shelves are jammed packed and not adequate for our current collection and certainly not for the projected collection growth to 90,000 items (from 54,000).

Critical areas most in need are:

- ADA requirements are not being met with stack aisles at an average of 27”-31” far less than the 36” minimum. Wheelchairs and walkers have an impossible task of negotiating while searching for books.
- Browsing is not only difficult because of aisle width but because each shelf is using the entire length to stuff books onto. Likewise every top and bottom shelf is full making it difficult for easy browsing and re-shelving.
- Lighting in the stack area is over every other aisle making those aisles extremely difficult to see.
- Over the years we have had to encroach into the reading and reference areas to allow for more books, DVDs and other formats that have presented themselves and for multiple display units. These have had the net effect of removing user seating.
- Magazine storage is inadequate with current issues stuffed into a single overlapping style rack.
- The DVD collection continues be among the most popular and high circulating collection yet suffers the same fate as the regular collection – inadequate aisle room, lack of room to house and no expansion space.
- The children’s room has been forced to infringe onto the children’s play area with needed bookcases to expand as much as possible.
- Programming space is at a premium as adult, children and young adult staff vie for the one room with kitchen that is available. The public is effectively squeezed out of the schedule. Having after hours access is also frequently requested.

SEATING AND STUDY SPACE

User seating is at a premium as chairs and tables have been removed over the years to make room for new formats such as videos, DVDs and computer terminals. What table seating we do have is full to capacity at various times throughout the day. Many times students will leave or ‘mill around’ when there is no seating available. When seats are in use, there is no way for a wheel chair or walker to get by.

Critical areas most in need are:

- There is only one comfortable reading chair each in the adult and children’s libraries.
- All the study carrels were removed for shelving many years ago.
- There are no areas or rooms for quiet study.
➢ There are no handicapped accessible tables or workstations. Also the aisles around the current tables are not wide enough for safe passage.
➢ There is no seating in the stack area. Browsers must walk back to the main area of the library to peruse potential materials.
➢ The program room has three different kinds of chairs, most of which are uncomfortable.
➢ The children’s room has only 6 chairs for young children and none in the programming area.

**MEETING ROOMS AND PROGRAMMING**

The one library meeting room is booked almost constantly with library programs and from outside organizations. To try and meet the demand we took over and renovated a very small room located in the town hall located next door. While it is helpful to have an extra space, it is too small for most of the programs. To maintain control over the rooms due to the high volume, we purchased Library Insight to manage the programs.

There is very little meeting space available in town free of charge so the library room is prized. Unfortunately because a staff member must be present as the room is not closed off from the rest of the building, it means there cannot be meetings after hours.

Critical areas most in need are:

➢ All of the programs are held in a basement meeting room created by removing shelving (from a former storage room).
➢ Children and young adult programs must compete with adult programming. The room is not set up with age appropriate furniture or fixtures.
➢ There are three styles of chairs in the meeting room, all of which are heavy and uncomfortable.
➢ There is no bathroom near the program room and people must navigate through children playing on the floor of the children’s room to get to one.
➢ The Friends and the Trustees have no dedicated meeting or storage space. The Trustees were forced to give up their conference room to give the children’s staff a workroom and office. A meeting or conference room for their use could also be used by other small groups.
➢ The side lawn is too small to hold programs or events except to a limited few.

**CURRENT BUILDING LIMITATIONS**

**HVAC SYSTEMS**

The heating, ventilation and air conditioning systems have not been updated since 1960 and are totally inefficient and energy wasters. Staff and customers alike complain of poor air circulation and hot / cold spots in the library.

Critical areas most in need are:
The heating system is on one zone over two floors. The single oil burner runs hot water through the old fashioned metal steam registers. They snake up and down between the two floors. Because the heat comes to the top floor first, the children’s room is often cold. When the heat is turned up to warm the children’s room, then the adult area is too hot.

The children’s level has only window air conditioners which do not provide consistent and sufficient cooling. The same is true for the program room which is not adequate when a program involving cooking or a large number of people are in there.

The archives room, also on the children’s level, has no way to control climate as there is no window for an air conditioner.

There is no ventilation system in the building. There are two ceiling fans which merely push stale air around inside the building.

Both the oil burner and the air conditioning unit are more than 20 years old, making them less energy efficient than newer models.

BUILDING CONCERNS

The library was built in 1918 on what was formerly a canal. This offshoot stream from the nearby Miller’s River was filled in and the library built on top. The addition and renovations in 1960 were done when the original building had a badly leaking roof and other structural problems caused by shifting. In 2006, the front lawn collapsed into a sink hole and it was discovered that the drainage culvert put in for the stream had collapsed. A catch basin was installed in the parking lot and the entire side lawn was removed and the culvert was replaced.

Critical areas most in need are:

- There is cracking on the floor and the walls where the two buildings were joined together.
- The floor in the very rear of the building has sunk slightly.
- The roof was replaced in 2007 but is leaking around the chimney where the two buildings are connected.
- Because the library has three entrances, security is an issue both in terms of the collection and staff safety.
- The children’s area is isolated from the main library and often there is only one staff person in attendance.
- There is no sprinkler or fire suppression system in the building.

HANDICAPPED ACCESSIBILITY

While the library has made improvements to the building over the years to try and meet standards defined by the Americans with Disabilities Act, the fact remains that the building itself does not have enough space to accommodate what needs to be done to bring us into full compliance. We are in good shape with handicapped parking spaces in close proximity to the doors.

Critical areas most in need are:
The stack aisles, both fiction and nonfiction, are only 32\" wide when they need to be at least 36\" with 48\" turnarounds.

The aisles are often congested with stools to reach the upper shelves or book trucks for returns.

In the reading areas it is very congested with chairs, tables, etc. so that a wheelchair would not be able to navigate.

Persons entering the back handicapped entrance have to navigate through the children’s play area to get to the elevator.

While there are some handicapped features such as pull bars and paddle door handles, there is no handicapped bathroom in the adult area or on the main floor. There is one unisex handicapped compliant bathroom on the ground floor which is also the children’s room bathroom.

Handicapped patrons do not have any access to a book drop.

The elevator is the correct size but does not have a phone installed for emergency purposes.

Browsing is difficult, particularly if someone would like to sit and work at the table. At the far window is a table with 2 JAWS computers, our Reader Printer machine and the Video Phone.

Children’s magazine, shelving and work tables are congested even without students working there.
The Trustees of the library have a strong commitment to green building as evidenced by joining the USGBC LEED program, one of only two libraries in Massachusetts. They have also joined the National Grid Advanced Building program. Working with the local Athol Energy Committee and the North Quabbin Energy Group, we are partnering to tap the expertise of these groups to ensure that our building will be environmentally friendly but energy efficient.

Some of the things we are considering is reusing the current building or a town owned building; using a combination of geothermal and solar technologies, using recycled and salvaged materials; choosing low out gassing materials; finding the most efficient ventilation and HVAC system; and taking advantage of natural light and scenic vistas out of our windows.

We also are committed to educating the public as we go along, sharing the information regarding the systems and materials being chosen. Informational programs and speakers on green topics will not only help us make decisions, but will include the public in decision-making for their library.

**HISTORIC PRESERVATION**

The materials and design used should be in harmony with the original Carnegie building. The character should be preserved and design elements should demonstrate an easy flow.

**FLEXIBILITY**

With things changing more rapidly than in the past, the building will need to be adaptable to accommodate changes in technology, formats and patron usage patterns. The children’s room has expressed a strong desire to have a check out station in their area, however with staffing issues, great attention should be paid as to whether a single check out area could accommodate adult, young adult and children.

In addition, we currently have three entrances. This has posed difficulty in the past when staffing is an issue so again a thorough examination should be done to determine if a single entrance could work. Historically our main entrance was on Main Street and this continues to be popular for walk in traffic and with people who are using the YMCA across the street and wish to combine trips to both that facility and the library. However, when we were able to obtain and pave the rear area for parking, our back entrance was opened up and that has become more heavily used.

**MAINTENANCE**

All materials should be made of durable, yet eco friendly materials that are easy to care for. The library has a 15 hour a week custodian so trouble free floor surfaces are desirable. Children’s areas, in particular should be easy clean up – easy care.
LIGHTING

As much natural light as can be incorporated is highly preferred both for aesthetic reasons and to keep down energy costs. However care must be taken to keep outside light from the books in the stack areas and the archives collection. In these areas good artificial lighting is a requirement.

SOUND

It should be noted that sound proofing and careful placement of rooms will allow the wide variety of activities that happen at the library to co-exist harmoniously. The children’s play time should not be within earshot of the adult reading room, for example. The quiet study areas should not be near the children’s activity room. Program rooms should allow for noisy events to take place that do not disturb the rest of the library.

HVAC AND VENTILATION

The library must have the ability to regulate temperatures in different areas of the building. For example, the children’s room must be warmer while the archives room would be cooler. The thermostats must be located out of the public purview, preferably at a main control center. The building must be air conditioned.

There should be some means of ventilation for changing the air quality and to prevent moisture and mildew from forming.

SECURITY AND FIRE SUPPRESSION

The building should be fully alarmed for burglar and fire protection. The system should have key pads at all entrances, be connected to the Fire Station and an alarm monitoring third party vendor. A separate security loop should be installed for the public meeting room so that it can be accessed after hours.

Line of sight for the circulation desks should be toward an entrance so that the staff can see customers entering and exiting.

Some kind of camera monitoring should be considered for areas that the staff cannot see easily.

The library is not thinking of a book theft security system at this time.

The building fire suppression system should meet all building codes.

ACCESSIBILITY

All entrances should be handicapped accessible and have electric opening buttons on all doors.

All areas within the library, both public and staff, should be ADA compliant.
All vestibules or entrances should be air locks to minimize air flow into the building.

Entrances should have some kind of covered overhang to protect customers from the elements as they approach.

TECHNOLOGY

Please see the technology plan in the addenda.

Wireless is an important service offered to the public and building design should ensure that it is accessible from every part of the library and outside the building within 20 feet.

The Internet Café, computer labs, meeting rooms, and public computing areas should have adequate power outlets and data ports available.

Staff work areas and circulation stations should have wiring and data ports in various locations so that furniture can be easily reconfigured if necessary.

All wiring should not be exposed but should be accessible and easily added onto.

FINALLY AN EYE TOWARDS SUSTAINABILITY

The new building should be designed not only as a green building with energy features but also with a look towards staffing. A building that is too spread out or doesn’t combine areas of interest so that staff can easily manage it, will cost more in terms of additional staffing. Care should be taken to use quality materials that are easily cared for so that more staff are not needed to attend to this.

The library is a member of USGBC (United States Green Building Council) and has applied to be certified under LEED v.2.2. The Athol Energy Committee has been on board with our goal to get certified at the Basic level but like us, dreams of attaining the Platinum level. Every effort should be made to make the new facility as energy efficient and in harmony with the environment as possible. All materials should be environmentally friendly and sensitive to people with allergies. They should also be extremely durable to withstand the heavy use they will get from our very busy library.

The library is also a member of the National Grid Advanced Building Program and will work with them to ensure that the lighting fixtures are of the highest possible efficiency. Their architect and energy people are ready to work cooperatively with the library’s chosen architect, engineers and project managers to give the town its first green building.
LIBRARY CIRCULATION STATISTICS FY09

ADULT
Books 44,537
Periodicals, newspapers 1,252
CDs, cassettes, LP 3,778
Videos, DVDs 25,076
Electronic formats 13,866
Miscellaneous 1,255
TOTAL 89,764

CHILDREN
Books 36,471
Periodicals, newspapers 151
CDs, cassettes, LP 597
Videos, DVDs 5,015
Electronic formats 804
Miscellaneous 546
TOTAL 43,584

EQUIPMENT USE AND ADDITIONAL SERVICES
Equipment (projectors, cameras typewriters, screens, etc.) 192
Computers (In-house Use) 14,670
Archives Room Use 87
Museum Passes 147
Reference 1,422
Program attendance 7,971
Children: 5,489
Young Adult: 1,697
Adult: 785
School loans 11,294
Rest Home Deposits 401
Total Equipment, etc. 36,184

Total Library Circulation 169,532

<table>
<thead>
<tr>
<th>Circulation over the past 20 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>------</td>
</tr>
<tr>
<td>95,788</td>
</tr>
</tbody>
</table>

Materials Purchased 3,528
Materials Lent to Out-of-Town Residents 17,304
Interlibrary Loans to Other Libraries 3,521
Interlibrary Loans from Other Libraries 4,840
Library website hits 41,748
Project Bread
Lunches served 667; Program attendance 684

LIBRARY OPEN HOURS

<table>
<thead>
<tr>
<th>Monday - Friday</th>
<th>9:30-5:30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>9:30-7:00</td>
</tr>
<tr>
<td>Coming Soon Sat</td>
<td>10:00-2:00</td>
</tr>
</tbody>
</table>
# INDEX OF LIBRARY FUNCTIONAL AREAS

*(Area Required = Square Footage)*

## ADULT

<table>
<thead>
<tr>
<th>Area Designation</th>
<th>Public User Seats</th>
<th>Staff</th>
<th>Public Computers</th>
<th>OPAC</th>
<th>Items</th>
<th>Area Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browsing and New Books</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>250 Books 117 Audiovisual</td>
<td>150</td>
</tr>
<tr>
<td>Circulation / Information Desk</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>150 Reserves/ready reference 200 Interlibrary 3000 DVD storage (without cases)</td>
<td>400</td>
</tr>
<tr>
<td>Media, Non-Print, Audiovisual</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8643 Items</td>
<td>370</td>
</tr>
<tr>
<td>Print Center</td>
<td>0</td>
<td>0</td>
<td>Printer Copier</td>
<td>0</td>
<td>0</td>
<td>80</td>
</tr>
<tr>
<td>Reference / Information (Includes Public access computers)</td>
<td>8</td>
<td>1</td>
<td>12</td>
<td>4</td>
<td>1518 Books</td>
<td>1106</td>
</tr>
<tr>
<td>Seating &amp; Reading Room</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100 Periodicals and Newspapers</td>
<td>300</td>
</tr>
<tr>
<td>Stacks (Fiction and Non-Fiction)</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>47589 Books</td>
<td>4377</td>
</tr>
<tr>
<td><strong>TOTAL FOR ADULT</strong></td>
<td><strong>40</strong></td>
<td><strong>4</strong></td>
<td><strong>12</strong></td>
<td><strong>6</strong></td>
<td><strong>6,783</strong></td>
<td></td>
</tr>
</tbody>
</table>

## CHILDRENS

<table>
<thead>
<tr>
<th>Area Designation</th>
<th>Public User Seats</th>
<th>Staff</th>
<th>Public Computers</th>
<th>OPAC</th>
<th>Items</th>
<th>Area Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s Librarian’s Office</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>100</td>
<td>150</td>
</tr>
<tr>
<td>Children’s Room and Stacks (Fiction and Non-Fiction) Includes Public Access Computers</td>
<td>30</td>
<td>2</td>
<td>6</td>
<td>2</td>
<td>25681 Books</td>
<td>2815</td>
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<tr>
<td>Children’s and Young Adult Workroom-Technical Services</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>100</td>
<td>150</td>
</tr>
<tr>
<td><strong>TOTAL FOR CHILDRENS</strong></td>
<td><strong>31</strong></td>
<td><strong>5</strong></td>
<td><strong>6</strong></td>
<td><strong>2</strong></td>
<td><strong>3,115</strong></td>
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</table>
### MEETING SPACE

<table>
<thead>
<tr>
<th>Area Designation</th>
<th>Public</th>
<th>Computers</th>
<th>Items</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User Seats</td>
<td>Staff</td>
<td>Public</td>
<td>OPAC</td>
</tr>
<tr>
<td>Computer Lab</td>
<td>10</td>
<td>1</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Conference Room</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Internet Café/Information Commons</td>
<td>14</td>
<td>0</td>
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</tr>
<tr>
<td>Kitchen Facilities</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Large Group Meeting Room</td>
<td>100</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Program / Craft Area - Children and Young Adult</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Quiet Study Rooms</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL FOR MEETING</strong></td>
<td>204</td>
<td>1</td>
<td>10</td>
<td>0</td>
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</table>

### SPECIAL USER SPACE

<table>
<thead>
<tr>
<th>Area Designation</th>
<th>Public</th>
<th>Computers</th>
<th>Items</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User Seats</td>
<td>Staff</td>
<td>Public</td>
<td>OPAC</td>
</tr>
<tr>
<td>Local History Room</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL FOR SPECIAL USER</strong></td>
<td>10</td>
<td>0</td>
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</table>

### STAFF

<table>
<thead>
<tr>
<th>Area Designation</th>
<th>Public</th>
<th>Computers</th>
<th>Items</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User Seats</td>
<td>Staff</td>
<td>Public</td>
<td>OPAC</td>
</tr>
<tr>
<td>Assistant Director’s Office</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Delivery / Book Return</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Director’s Office</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Friends Book Sale / Storage</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Staff Break Room</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Technical Services</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL FOR STAFF</strong></td>
<td>4</td>
<td>10</td>
<td>1</td>
<td>0</td>
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</table>
**YOUNG ADULT**

<table>
<thead>
<tr>
<th>Area Designation</th>
<th>Public</th>
<th>Computers</th>
<th>Items</th>
<th>Area Required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User Seats</td>
<td>Staff</td>
<td>Public</td>
<td>OPAC</td>
</tr>
<tr>
<td>Young Adult Room</td>
<td>20</td>
<td>0</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Young Adult Librarian’s Office</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL FOR YOUNG ADULT</strong></td>
<td><strong>20</strong></td>
<td><strong>1</strong></td>
<td><strong>4</strong></td>
<td><strong>1</strong></td>
</tr>
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</table>

**BUILDING AND EXTERIOR**

<table>
<thead>
<tr>
<th>Area Designation</th>
<th>User Seats</th>
<th>Computers</th>
<th>Items</th>
<th>Area Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book Return – Drive Through</td>
<td></td>
<td></td>
<td></td>
<td>Non-assignable</td>
</tr>
<tr>
<td>Custodial / Maintenance</td>
<td></td>
<td></td>
<td></td>
<td>Non-assignable</td>
</tr>
<tr>
<td>Data Center / Server Room</td>
<td></td>
<td></td>
<td></td>
<td>Non-assignable</td>
</tr>
<tr>
<td>Exterior</td>
<td></td>
<td></td>
<td></td>
<td>Non-assignable</td>
</tr>
<tr>
<td>Outdoor Reading Garden</td>
<td></td>
<td></td>
<td></td>
<td>Non-assignable</td>
</tr>
<tr>
<td>Parking</td>
<td></td>
<td></td>
<td></td>
<td>Non-assignable</td>
</tr>
<tr>
<td>Storage – Adult also Periodical Storage</td>
<td></td>
<td></td>
<td>150 titles plus Athol Daily News</td>
<td>Non-assignable</td>
</tr>
<tr>
<td>Storage – Children and Young Adult</td>
<td></td>
<td></td>
<td></td>
<td>Non-assignable</td>
</tr>
<tr>
<td><strong>TOTAL FOR BUILDING AND EXTERIOR</strong></td>
<td><strong>4,040</strong></td>
<td></td>
<td></td>
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</table>

**AREA DESCRIPTION SUMMARY**

<table>
<thead>
<tr>
<th>Area Requirement</th>
<th>Area Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL FOR ASSIGNED AREAS</td>
<td>16,158</td>
</tr>
<tr>
<td>TOTAL FOR NON-ASSIGNED AREAS (x 25%)</td>
<td>4,040</td>
</tr>
<tr>
<td>GRAND TOTAL</td>
<td>20,198</td>
</tr>
</tbody>
</table>

**FUNCTIONAL AREAS**

The library public, staff and business areas of the library compromise square feet as outlined above.

Footage for elevator, hallways, aisles, stairs, restrooms, closets, custodial storage, mechanical rooms, and so on should be added by the architect.
BROWSING AND NEW BOOKS

FUNCTIONS PERFORMED: Patrons browse through new books, both fiction and non-fiction, on display, many covers are face out in an eye catching display. New media from DVDs to books on tape find a place here too.

OCCUPANCY: Public: 15 Staff: 0

FURNISHINGS:
- Comfortable seating for 6 people
- Moveable and adjustable book racks (at least 50% with book cover facing forward display)
- so they can be positioned to lead people to desired areas
- 1 Display case (flat glass top that you look into)
- 1 Bench
- Lamps
- Exhibit/display space

USER SEATING: Lounge Seats 6; Computer 1 OPAC

SHELVING:
- Adjustable, attractive shelving with 25-50% display shelving to hold items cover face out. No more than 50% of shelving is higher than 66”. Flat top surfaces should be available for a user to set a book down to browse inside.

EQUIPMENT:
- 1 OPAC workstation to look up author, title, etc. information

CLOSE PROXIMITY TO:
- Entrance but not in flow of traffic (at least 15-20 feet away from entrances)
- Circulation desk

DISTANT FROM:
- Quiet study area
- Computers
- Heavy traffic areas
- Children’s and YA areas

BOOK CAPACITY: Includes both print and non print, either new and featured – 250 books, 117 Audiovisual

ARCHITECTURAL FEATURES:
- Attractive book display area for new materials
- Comfortable seating to sit and peruse a new book
- Wide aisles
- Configuration easily changed (modular or on wheels)
- Should have a ‘book store’ style and appeal
- Excellent lighting to highlight new materials
- Commercial grade, stain repellent fabrics
- Possibly carpeted for noise control
AREA DESCRIPTIONS - ADULT

AREA DESCRIPTIONS

ADULT

Area Required: 400

DESIGNATION: CIRCULATION/ INFORMATION DESK

FUNCTIONS PERFORMED: Hub where the staff meets and greets customers. All Library materials are checked out and returned to this point. All interactions with public i.e. ILL requests and searches, reference questions, discussion, sign-up for programs and purchases, take place here. Phone calls are made and received. Public Access Computer Reservations are handled here. Patrons may use a self check out machine

OCCUPANCY: Public: 5 Staff: 3

FURNISHINGS: Large, efficient circulation desk including a lower level for children and ADA Compliance
- Open flat space on desk
- 2 stations at adult desk with phone and computer at each station
- 1 low work desk area for staff (with back not to circulation desk)
- 1 seated rolling chair
- 2 rolling high chairs
- Drawers for storage
- File cabinet
- 3 Book trucks for returns
- Patron registration catalog
- Trustee mailboxes
- 2 wall mounted, recessed units (single function PCS) with receipt printer for self checkout

USER SEATING: Computer Workstation 3 (2 high and 1 low)
- Staff Seats 3 (2 high and 1 low)

SHELVING:
- Behind desk for ready reference materials, reserve books (150 items, 200 Interlibrary loan items)
- For returned material before sorting
- DVD storage (if other locked storage not available in media center) for 3,000 items

EQUIPMENT: 3 computer workstations for automated circulation function, C/W Mars access
- Copy machine for staff use
- Cash register
- 2 Self check out stations (not behind desk but within distance to assist public) have easy access front panel to service units
- Telephone
- DVD storage cabinets (depending on media area storage and security)
- Reserves shelf
- Book drop (opening in front of desk but not near the action of circulation)
- Panic button tied to police station and possible flashing lights to alert staff that are in break room or work area
- Bulletin board
CLOSE PROXIMITY TO:
   Entrance / Lobby
   OPACs
   Reference
   Bathrooms (need visibility)
   Staff work room
   New book area

DISTANT FROM:
   Quiet study, meeting room
   Children’s area
   Local history

BOOK CAPACITY: 350 items total = (150 reserves/ready reference and C/W MARS space requirements to handle ILL - 200 items)

ARCHITECTURAL FEATURES:
   Fatigue relief flooring behind desk designed for comfort while standing
   ADA compliant for patron wheelchair accessibility
   Moveable / flexible furniture configurations
   Good signage (“Where do I find…? Where do I do…?”)
   Unrestricted views: to the stacks, glass walls of YA and Print Center, bathrooms, entrance, also for good traffic control
   Book return area set apart from main area of activity
   Self-check-out area nearby
   Outlets; ability to contain cords
   Some sound control
   Desk should have display / storage area for bookmarks, informational brochures but needs to have large uncluttered area
AREA DESCRIPTIONS - ADULT

AREA DESCRIPTIONS

MEDIA, NON-PRINT, AUDIOVISUAL

Area Required: 370

DESIGNATION:

FUNCTIONS PERFORMED: Patrons browse CDs, DVDs, videocassettes, books on tape, music collections and games. They may preview and listen to materials. Must also be flexible to accommodate future new and unknown formats.

OCCUPANCY: Public: 6 Staff: 0

FURNISHINGS: 2 Chairs at 2 Listening stations
Moveable, adjustable shelving and display units

USER SEATING: Table Seats: 2 rolling adjustable

SHELVING:
Efficient way to display & store audio and musical CD’s
Elevated shelves (as seen in video stores)
Would like to be able to leave DVD’s in case (if not, then stored at circulation desk in file cabinets)

EQUIPMENT:
DVD dispensers to house 3,000 DVDs (if not at circulation desk)
2 Listening stations
Previewing equipment (TV or DVD personal viewers)

CLOSE PROXIMITY TO:
Circulation Desk (beyond but in view of for security)

DISTANT FROM:
Quiet Study

BOOK CAPACITY: 4,000 items

ARCHITECTURAL FEATURES:
An area to preview new items and listen
Security
Attractive and eye catching displays
Enough space to handle future formats we don’t know about yet
Would like customers to pass by books to get to this area
AREA DESCRIPTIONS

DESIGNATION: PRINT CENTER

FUNCTIONS PERFORMED: Semi-enclosed area for public printing and photocopying. Tax forms are displayed.

OCCUPANCY: Public: 2   Staff: 1 (when assisting patron)

FURNISHINGS: Table for sorting

EQUIPMENT: Coin operated copier
            Networked laser printer
            Bulletin Board
            Display units for tax forms
            Fax machine
            Coin/bill changer
            Scale to weigh mail
            Stapler
            Punch
            Paper cutter

CLOSE PROXIMITY TO:
Lobby
Circulation/Information Desk
Adult Computers
Information Commons

DISTANT FROM:
Quiet Study

ARCHITECTURAL FEATURES:
Adequate electrical connections
Counter for collating and stapling papers
Cabinets (possible built in) for machines to reside on with storage underneath
Storage for supplies (paper, toner)
Good ventilation
Glass walls or semi enclosed for visibility
Adequate phone and network jacks for computers (Internet access)
REFERENCE/INFORMATION/PUBLIC ACCESS COMPUTERS

FUNCTIONS PERFORMED: Patrons consult reference books and other materials (maps, vertical file). Students study and work individually and jointly on homework and other projects. Adults can access online resources, use databases and use word processing software.

OCCUPANCY: Public: 21 Staff: 1

FURNISHINGS: 2 tables with 4 chairs each
Vertical file cabinet
Atlas case or shelving area
Dictionary stand

USER SEATING: Table Seats 8; Computer Workstations 10 (plus 3 for JAWS, video phone, scan pro); Staff 1

SHELVEING: Low shelving with room on top to place large books when consulting them

EQUIPMENT: 4 OPACs spread between here and stack area
10 computer workstations for word processing, Internet – DO NOT want rolling chairs
Reader printer machine for Athol Daily News microfilm
2 Workstations: Video phone, JAWS
Scan Pro (microfilm) (unless in Local History Room)
Privacy on computers (blinders, filters)
1 staff workstation

CLOSE PROXIMITY TO:
Quiet Study
Print Center
Computer Lab

DISTANT FROM:
Entrance
Children’s room
Young adult room

BOOK CAPACITY:
1606 volumes
Collection up-to-date and easily accessible
Reference print and non-print in one area

ARCHITECTURAL FEATURES:
Good lighting including task lighting
Adequate electrical outlets for equipment
AREA DESCRIPTIONS

ADULT

Area Required: [300]

DESIGNATION: SEATING AND READING ROOM (PERIODICAL AND NEWSPAPER DISPLAY)

FUNCTIONS PERFORMED: Patrons work on projects; read magazines, newspapers and books; look over a selection of items before choosing what to take out. Display, circulation and reading area for current collection.

OCCUPANCY: Public: 22  Staff: 0

FURNISHINGS:
- Appropriate adjustable metal shelving, wall mounted with lift up shelf and storage behind
- 2 Wooden tables with 6 straight back chairs with network and electrical outlets for patrons’ laptops
- Newspaper stand
- Periodical display units with front display of current issues and one year storage
- 4 Comfy upholstered chairs, plenty of seating with a ‘living room feel’ with side tables, lamps for recreational reading

USER SEATING: Table Seats 12; Lounge Seats 4

SHELVING: To accommodate files of magazines and one area for newspaper storage

EQUIPMENT: Electric magnifier

CLOSE PROXIMITY TO:
- New book browsing
- Print Center
- Fiction and non-fiction

DISTANT FROM:
- Children’s and YA Areas
- Meeting Room
- Quiet areas

BOOK CAPACITY: 150 periodicals, 20 newspapers.

ARCHITECTURAL FEATURES:
- Attractive, inviting area- warm and comfortable
- Use one or both of our existing fireplace mantels (non-working)
- Space for our grandfather clock
- Good lighting

- Electrical outlets with additional outlets built into tables
- Display for library PR, articles
STACKS (FICTION AND NON-FICTION) ADULT

FUNCTIONS PERFORMED: Fiction and non-fiction books are shelved in a manner that makes it easily accessible for browsing as well as locating materials.

OCCUPANCY: Public: 12

FURNISHINGS:
- 3 Carts for patrons to leave books on after consulting
- 4 Comfortable chairs and side tables overlooking an outside view
- 1 Small work table and 4 chairs in nook
- Stepstools - rolling

USER SEATING: Table Seats 4; Lounge Seats 4

SHELVING:
- Adjustable, metal with wood end panel
- Integrated lighting
- Oversized books will be intershelved
- Most small paperbacks are shelved separately (except non fiction)

EQUIPMENT:
- Bags, baskets, small shopping carts for patron use while browsing
- Stools (sit for lower shelves and for shelf reading)
- Reading assistance equipment nearby (i.e. magnification)
- Intercom to announce closing
- Cart or table for patrons to place unwanted materials

NOTE: there should be 3 stand up PACS spread throughout the sections (mentioned in Reference)

CLOSE PROXIMITY TO:
- Adult seating
- Circulation visibility
- Reference area

DISTANT FROM:
- Entrance
- Children’s area

BOOK CAPACITY: 39,865 volumes

ARCHITECTURAL FEATURES:
- Integrate a ‘living edge’ concept in seated area, perhaps facing building towards Millers River for water view – living room style
- Ability to supervise area from circulation desk
- Integrate lighting with stacks (noted above), automatic lighting when possible, Natural lighting
- No books on top or bottom shelves, room for expansion
- Clear signage on stack ends
- Nooks for comfortable reading
- Good sight lines
- Display on end panels
- Stack aisles wide enough for two people to browse and ADA compliant
AREA DESCRIPTIONS

DESIGNATION: CHILDREN’S LIBRARIAN’S OFFICE

FUNCTIONS PERFORMED: Book selection, collection development, program planning, record keeping, small meetings, classification and cataloging

OCCUPANCY: Public: 1 Staff: 1

FURNISHINGS: 1 Desk and 1 rolling adjustable chair
Counter for workspace
1 chair for guest

USER SEATING: Padded chair (guest) 1; Staff 1 rolling ergonomic chair

SHELVING: Adjustable metal for 100 professional books and incoming materials waiting for classification

EQUIPMENT: 1 Computer workstation and peripherals
Telephone with modem hook-up
Copier
Barcode scanner
File cabinets

CLOSE PROXIMITY TO: Circulation desk Children’s and YA workroom

BOOK CAPACITY: 100 items

ARCHITECTURAL FEATURES:
Window into children’s room
Door with lock
Closet for coats, valuables, (could be in staff locker area) and periodically used items i.e. musical instruments
CHILDREN'S ROOM

DESIGNATION:

FUNCTIONS PERFORMED: Children browse, request information, read, study, consult catalog, play with toys, attend programs, do homework, make crafts, use computers. Parents browse with and read to their children. Staff assists children and other patrons, conduct programs (story hours, craft programs and other performances) and maintain the collection. Children use computers to access online resources, do homework and word processing.

OCCUPANCY: Public: 50  Staff: 4

FURNISHINGS:
- Prefer own circulation desk with two heights (one lower for accessibility and child height), Distinct return and check out areas
- Book cleaning supplies nearby
- 2 rolling chairs at desk
- Separate work desk behind circulation desk
- File cabinet
- Small and large tables for puzzles, drawing, homework
- Carrels (1 near parenting collection) for quiet study
- Adult and child-sized comfortable seating
- Dictionary stand
- Magazine display and storage for back issues
- Rocking chair for adult
- Gressco blocks
- Game table and chairs
- Bulletin board
- Puppet theater with puppet storage/display/organization

USER SEATING:
- 20 child sized sturdy chairs; 5 comfy chairs; 5 adult sized chairs

SHELVING:
- Picture book shelving and display that is easy to browse through
- Shelving for toys as well as storage
- Mid-height, child-friendly, some of it mobile; adjustable to allow all books, (tall, oversized picture books) to be shelved together
- Want to be able to use shelf tops for display
- Paperbacks and hardcovers will be intershelved; separate shelving for board books
- AV shelving for all formats

EQUIPMENT:
- 2 carts on floor for children to put unwanted items
- 6 computers for public use – do not want rolling chairs
- 2 OPACs
- 2 workstations for staff use with rolling chairs
- Audio listening station
- Video viewing area
- Stereo system
- Emergency button

Area Required: 2815
CLOSE PROXIMITY TO:

- Children’s circulation desk
- Parking lot
- Outdoor view
- Access (lockable) to outdoor reading area
- Meeting room (for programs with large attendance)
- Children’s bathrooms
- Area for story hour (small groups), craft programs—see separate page for meeting space

DISTANT FROM:

- Adult quiet study, Reference

BOOK CAPACITY:

- items

ARCHITECTURAL FEATURES:

- Area for coats and boots
- All furniture and surfaces easily cleaned and durable
- Address concern about possibility of child getting outside too easily
- Entry should be able to be closed but provide visibility i.e. glass double doors
- All carpeted areas must allow for easy rolling of book carts
- Safety considerations: outlets, fixtures
- Infant crawl area
- Story area free of distractions (both visual and audio)
- Window seat
- Entrance clearly marked at main entry
- Alcove or area for coats, backpacks, skateboard
- Cheerful, inviting, attractive to all ages - “kids colors”
- All areas must be able to be seen and supervised from the desk
- Provide a variety of areas: Service desk, Reference, General collection, Picture books, Quiet study, Parenting, Toys/Games, Public use computers, Story hour/Crafts, Staff office, Work room

Play area (in separate glassed in room but away from books) with:

- Cushions
- Neat storage solution for toys (cabinets right in area)
- Must be carpeted (radiant heating in floor would be preferred)

Comfortable reading area with:

- Varied sizes of comfortable chairs for children and adults
- Couch
- Rocking chair
- Window seat
- Window with view of usable outdoor area (courtyard program area for chalk, bubbles, story time); this area to be away from parking lot
AREA DESCRIPTIONS

DESIGNATION:

CHILDREN’S – YOUNG ADULT
WORK ROOM / TECH SERVICES

FUNCTIONS PERFORMED: Repair and processing of Juvenile and YA materials, equipment repair.
Librarians can see through a window or glass wall into children’s area.

OCCUPANCY: Public: 0 Staff: 2

FURNISHINGS:
- Dual level table or counter surface for working while standing or seated plus 2 chairs
- Shelving for kits
- Filing cabinets (2)
- Office: two staff workstations

USER SEATING: 2 ergonomic rolling chairs

SHELVING: Adjustable metal shelving for 100 books waiting to be processed

EQUIPMENT:
- Computer workstations: 1-office, 1-tech with barcode scanner and printer
- Laminator
- Spiral binder
- Ellison die equipment (public needs access to this)
- Telephone
- Typewriter
- Paper cutter
- Copier/Printer

CLOSE PROXIMITY TO:
- Behind Children’s circulation desk
- Children's Librarian’s office
- Delivery area / service

ARCHITECTURAL FEATURES:
- One-way glass walls
- Exterior window in office
- Sink with hot and cold water
- Outlet strip along counter
- Staff should be able to have good visibility into children’s area
- Excellent task lighting

Area Required: 150
AREA DESCRIPTIONS

FUNCTIONS PERFORMED: Lab for providing classes or programs that involve computer use. When not in use, could be opened up for more customers if placed next to public access computers.

OCCUPANCY: Public: 10  Staff: 1

FURNISHINGS: 10 Computer Workstations that are moveable, on wheels
1 Instructor’s station – standing and movable
File cabinet or rolling cart for printer

USER SEATING: 10 Adjustable chairs on wheels  Staff Seats 1 high rolling chair

EQUIPMENT:
  Overhead projector
  Electric wall screen
  Smart board or mounted white board
  Storage cabinet (mouse, pads)
  Color printer

CLOSE PROXIMITY TO: Adult Public Access Computer Area

DISTANT FROM:
  Quiet Study
  Children’s Area

ARCHITECTURAL FEATURES:
  Network connection & power supply close to all workstations
  Ability to secure area
  Good HVAC
  Ability to darken room (no windows if only one purpose area)
  Can be opened for extra PACs when no classes are being held
CONFERENCE ROOM

DESIGNATION:

FUNCTIONS PERFORMED: Small meetings are held by patrons and/or staff. Used by Trustee Board and Friends of the Library for their board meetings. Other town boards and outside community groups can book as well. Small groups can work together on projects. Conference tables and chairs are permanently set up.

OCCUPANCY: Public or Staff: 16

FURNISHINGS: Conference table with 16 padded rolling chairs with arms
Countertop for coffeepot, paper products or sorting papers

USER SEATING: 16

SHELVING: Cabinet or bookcase that is lockable for Trustee or Friends materials.

EQUIPMENT: Videoconferencing capability
Internet drops
Cable drop
Telephone or intercom
Room for TV and VCR on cart
Easel / Chalkboard
Smart or Electronic White Board
Bulletin board
Ceiling mounted multimedia projector and screen

CLOSE PROXIMITY TO:
Kitchen facilities
Restrooms
Accessible from meeting room when library is closed

DISTANT FROM:
Noisy areas (Children’s Room, Young Adults)

ARCHITECTURAL FEATURES:
Closet for storage, coats
Temperature controls
Soundproof
Ability to lock
Natural light (although could be an inside room but with glass walls for visibility)
Window or glass walls into room from library
Connectivity to cable, electricity, telephone
Counter space
Multiple outlets
AREA DESCRIPTIONS

INTERNET CAFÉ / INFORMATION COMMONS

FUNCTIONS PERFORMED: Area for users to bring and use their own laptops. The Friends could sell coffee and snacks. The booksale may be located in this area. An informal place for customers to get together. It will be an area where patrons can consume food or beverages and engage in conversation.

OCCUPANCY: Public: 14 Staff: 0

FURNISHINGS:
- 3 Café tables with 4 chairs (metal) – not garden variety
- 2 Lounge seats with side table / ottomans
- 2-3 Vending machines
- Counter space for coffee pot
- Cabinets for storage of supplies

USER SEATING: Chairs 12 metal non rolling; Lounge Seats 2

EQUIPMENT: Plenty of outlets
- Wireless access point
- Wired public LAN connections

CLOSE PROXIMITY TO:
- Print Center
- Kitchen
- Circulation desk

DISTANT FROM:
- Reference
- Quiet Study

ARCHITECTURAL FEATURES:
- Good wi fi hot spot
- Jacks for laptop plug –in outlets
- Signage re “How to connect…”
- Easy to clean flooring
- Would need to be near a staff area for supervision
AREA DESCRIPTIONS

KITCHEN FACILITIES

DESIGNATION: KITCHEN FACILITIES

FUNCTIONS PERFORMED: Commercial style kitchen for programs from children’s crafts to adult cooking, galley style, within or adjacent to large group program meeting room.

OCCUPANCY: Public: 0  Staff: 2

FURNISHINGS: Locking cabinets for storage of dishes, pans, etc.
Dishes, silverware, coffee cups for 25 people

EQUIPMENT:
Stovetop glasstop burners (needs to be able to withstand children cooking – durable and scratch resistant)
Oven
Microwave
Refrigerator
Small freezer
2 sinks
Dishwasher
Coffee maker
Electric can opener
Automatic paper towel dispenser
Water cooler

CLOSE PROXIMITY TO:
Conference Room
Large meeting room
Program/Craft rooms (children and young adult)
Public restrooms

DISTANT FROM: Quiet study rooms, Reference

ARCHITECTURAL FEATURES:
All equipment must be energy star compliant.
Reuse the commercial stainless steel appliances in current room
Multiple wall outlets
Area on counter for dish rack and air drying of dishes
Messy area which needs to have resilient and easy to clean flooring and surfaces
AREA DESCRIPTIONS

MEETING

Area Required: 1000

DESIGNATION: LARGE GROUP MEETING ROOM

FUNCTIONS PERFORMED: Programs for all ages are held by library staff and community groups. Examples include meetings, lectures, book discussions, conferences, children’s programming, art displays and concerts. Refreshments are served. Ability to divide room easily for smaller group programs.

OCCUPANCY: Public: 100 Staff: 1

FURNISHINGS:
100 Chairs (folding or stacking)
6-10 Tables which are easy to fold and move
Flexible, moveable seating
Podium
Automatic room darkening shades

USER SEATING: 100

EQUIPMENT:
Chair storage Projector: overhead mounted LCD
Coat Rack TV, VCR, stereo system
Easel Podium
Electric screen Cable drop
Sound system Smart board
Teleconferencing equipment
Kitchen facilities (described separately) to be shared with children’s & YA program room and conference room.

CLOSE PROXIMITY TO:
Public restrooms
Children’s and YA’s program room
Outside entrance
Parking

DISTANT FROM: Quiet study rooms, Reference

ARCHITECTURAL FEATURES:
Accessible for after hours use without entrance to the rest of the library
Closets in which to store equipment, tables and chairs
A projection screen that drops from ceiling, a public address system, and wiring for computer/Internet and cable access are all required
A commercial kitchen area with sink, refrigerator, and microwave oven is necessary and described separately
Molding for hanging exhibits and light colored walls to enhance the exhibits
Lighting should be controlled on several circuits for different uses, also lighting with dimmers and incandescent track lighting for exhibits
Excellent acoustics and as soundproof as possible so that programs will not disturb other areas
Separate control of temperature, air handling, and security for after hours use.
Excellent ventilation
Windows should have the ability to darken room for programs
Possibility of folding doors to enable us to create two separate spaces both to maximize space and for smaller programs
Furnishings, fabrics and flooring materials which are durable and easy to maintain
Restrooms that can be accessible from meeting room after hours
PROGRAM/CRAFT AREA - CHILDREN/YOUNG ADULT

DESIGNATION:

FUNCTIONS PERFORMED: Can become two areas (to separate storytime & craft areas) with sliding or folding doors between for flexibility in use of space where children will listen to stories, view movies, and do craft projects.

OCCUPANCY: Public: 50 Staff: 2

FURNISHINGS: Storage for program materials, books for story time, kits, OR some separate storage area (i.e. across hall) for seldom-used items; near children’s activity area but away from public space
3 small child size durable folding tables with chairs
3 adult folding table and chairs
Kitchen cabinets for storage of supplies and craft supplies
Cabinet or closet for storage of tables and chairs
Coat hooks mounted at child height

EQUIPMENT: Overhead mounted projector
Game system (Wii)
DVD player, speakers
Low sink for hand washing and sink for craft clean up

CLOSE PROXIMITY TO:
Children’s Room
Kitchen facilities
Rest room

DISTANT FROM:
Quiet study, Reference, entrances

ARCHITECTURAL FEATURES:
Colorful, bright, neat and clean, calming, easy to clean
Good lighting
Part of area carpeted with comfortable, easily cleaned material for story hour
Part of area with linoleum or easily cleanable materials for crafts and cooking
Radiant floor heat
Adequate counterspace for librarian to set up craft / story hour supplies
Child friendly (outlets, coat hooks, etc.)
Soundproof
AREA DESCRIPTIONS

QUIET STUDY ROOMS

DESIGNATION:

FUNCTIONS PERFORMED: Opportunity for quiet study where patrons read, do research, study in groups or individually. Business owners meet with clients on a reservation basis.

OCCUPANCY: Public 12

FURNISHINGS: 2-3 rooms of varying sizes (from 2 people to 8 people), each with one table with 2-8 straight backed chairs depending on room size

USER SEATING: Padded chairs (non rolling) 12

EQUIPMENT: Internet connections
Adequate wall outlets

CLOSE PROXIMITY TO:
Stacks
Periodicals and newspapers
Reference area

DISTANT FROM:
YA and children’s areas

ARCHITECTURAL FEATURES:
Rooms all have doors with glass panels
Glass walls or half glass walls
Multiple outlets
Network connections
Sound proof
Adequate adjustable lighting (rheostat)
FUNCTIONS PERFORMED: Collection of local history and genealogical materials and items are shelved and stored. Researchers and staff consult books, look at maps, read and print microfilm. Materials are valuable and should be protected with a security system. This area is larger than a typical Archives room for our size because we will be inheriting a sizable collection at some point in the future. Materials should be protected by some kind of climate control. The Spacesaver Movable Shelving System or equivalent should be used to maximize space and provide ability to lock materials up. This room is larger than a normal Archives would be due to the collection we will be receiving from local historian Richard Chaisson.

OCCUPANCY: Public: 6  Staff: 1 (when assisting a patron)

FURNISHINGS:
- 2 tables with 2 chairs each (could be pushed together to make a larger work area)
- Microfilm storage cabinet
- Map case
- Locking cabinet for storage and display of artifacts
- Shelving for large books to lay flat
- 2 legal size file cabinets
- 20 regular file cabinets or Spacesaver shelving for the collection of Dick Chiasson

USER SEATING:
- Table Seats: 4 chairs
- Other Seats: 2 rolling adjustable

SHELVING: Metal shelving appropriate for archival storage

EQUIPMENT:
- 2 microfilm reader printers with rolling chairs
- 1 OPAC machine
- Video surveillance equipment

CLOSE PROXIMITY TO:
- Circulation desk
- Reference area
- Print center

DISTANT FROM:
- Basement level
- Noisy areas (children’s, young adult)

BOOK CAPACITY: 3,000 items

ARCHITECTURAL FEATURES:
- Separate enclosed room that can be locked
- Visible from circulation desk or staff work area
- Security for collection
- Temperature/Humidity controls
- Windowed wall with light filtering glass
- Storage should be metal spacesaver shelving that locks
- Must be able to house the library collection and the collection of Richard Chaisson local historian
AREA DESCRIPTIONS

DESIGNATION: ASSISTANT DIRECTOR’S OFFICE

FUNCTIONS PERFORMED: Supervision of Circulation Area, computer troubleshooting and maintenance. Meeting with patrons, staff and volunteers.

OCCUPANCY: Public: 1 Staff: 1

FURNISHINGS: Desk and computer workstation combination
Rolling ergonomic chair
File cabinet
1 visitor’s chair

USER SEATING: 1 rolling chair; 1 padded chair

SHELVING: 10 linear feet of adjustable shelving

EQUIPMENT: Multiple port access to network
Computer, monitor, printer
Telephone
Power outlets at work level

CLOSE PROXIMITY TO:
Circulation Desk
Staff work area
Director’s office

BOOK CAPACITY: 100 items

ARCHITECTURAL FEATURES:
Privacy (both sight and sound)
Good task lighting
Exterior window
Closet for coat and other storage
Door that locks
Secondary exit to Director’s office
DESIGNATION: **DELIVERY / BOOK RETURN**

FUNCTIONS PERFORMED: Area to receive daily van deliveries, check in and sort book returns, sort mail and receive packages. Could be combined in the staff work area.

OCCUPANCY: Staff: 1

FURNISHINGS: Long tables for sorting  
Bins for returns  
Computer workstation

USER SEATING: 1 stool

SHELVING: Industrial, metal, adjustable shelving

EQUIPMENT: Staff computer workstation with barcode scanner, access to CWMARS, Internet, word processing

CLOSE PROXIMITY TO:  
Delivery / drop off parking area  
Staff work room  
Elevator

ARCHITECTURAL FEATURES:  
Network connection & power supply close to workstation
AREA DESCRIPTIONS

DESIGNATION: **DIRECTOR’S OFFICE**

FUNCTIONS PERFORMED: Director performs most management tasks; meets with staff and limited number of the public, trustees or town officials at any one time.

OCCUPANCY: Public: 3  Staff: 1

FURNISHINGS: Desk, prefer wood and computer workstation combination
- Rolling ergonomic chair
- 2 Lateral file cabinets
- 3 visitor’s chairs and meeting table
- Bulletin board

USER SEATING: 3 padded chairs; 1 rolling chair

SHELVING: 20 linear feet of adjustable shelving, prefer wood

EQUIPMENT: Computer workstation, monitor, printer
- Telephone
- Typewriter
- Shredder

CLOSE PROXIMITY TO:
- Circulation/Information desk
- Technical services
- Assistant Director’s Office

BOOK CAPACITY: 75 books (professional collection)

ARCHITECTURAL FEATURES:
- Privacy (both sight and sound)
- Good task lighting
- Exterior window
- Closet for coat and other storage
- Door that locks
- Secondary exit to Assistant Director’s office
AREA DESCRIPTIONS

DESIGNATION: FRIENDS BOOK SALE / STORAGE

FUNCTIONS PERFORMED: The Friends have an ongoing book sale. Books are attractively displayed on a moveable, flexible shelving and display units. Could combine with Internet Café.

OCCUPANCY: Public: 5  Friends: 2

FURNISHINGS: Book shelves
   Sorting table
   Bulletin boards
   2-4 Book carts
   Glass locking display case for sale items (mugs, book bags, etc.)
   Desk with adjustable rolling chair

SHELVING: 30 linear feet on adjustable shelving

EQUIPMENT: Cash register
   Telephone

CLOSE PROXIMITY TO:
   Information Commons
   Entrance/Lobby

DISTANT FROM:
   Reference
   Quiet Study

BOOK CAPACITY: 300

ARCHITECTURAL FEATURES:
   Separate storage and sorting area that is lockable
   Good reading light
   Ability to lock off entire area
   Outside entrance so book sales could be held when main library is closed
FUNCTIONS PERFORMED: Staff members take short breaks; store food and eat a snack or small meal with minimal preparation; relax and read. Small staff meeting may take place here.

OCCUPANCY: Staff: 4

FURNISHINGS:
- Table with 4 chairs
- Comfortable seating for relaxing
- Reading lamps
- Coffee table or small side table
- Cupboards for dish and food storage
- Countertop for workspace in food preparation
- Locking staff lockers for 15 staff and 5 volunteers

USER SEATING:
- Couch or two comfy chairs; 4 padded chairs

EQUIPMENT:
- If near Kitchen Facilities, some of this might not be needed
  - Sink
  - Combo Refrigerator / Freezer
  - Oven
  - Microwave oven
  - Coffee maker
  - Vending machine
  - Telephone
  - Computer for personal use on breaks
  - Intercom and buzzer

CLOSE PROXIMITY TO:
- Staff restroom

DISTANT FROM:
- Public view

ARCHITECTURAL FEATURES:
- Storage for dishes, food, cleaning supplies
- Secure locker storage for staff
- Natural light - Window with a view outside
- Out of sight of the public from inside and outside the building
- Closet or alcove for coats, boots, umbrellas
- No public activity
- Good ventilation (food odors)
- Soundproof
- Locking door
- Easy care floors
- Communication with desk and Director
- All appliances should be energy star compliant
DESIGNATION: TECHNICAL SERVICES

FUNCTIONS PERFORMED: Material deliveries are received here. They are processed and catalogued, entered into the circulation system and put out for the customers. Supplies for day to day operations are stored here for ease of staff use.

OCCUPANCY: Public: 0       Staff: 6

FURNISHINGS:
2+ large work tables or counters (standing and sitting units)
3 staff desks with computer workstation combination
6 rolling ergonomic chairs
Storage cabinets for supplies
Shelving for incoming and outgoing items, specialty paper, mending supplies
Filing cabinet

USER SEATING: 6 rolling chairs; 2 stools
SHELVING: 30 linear feet of adjustable

EQUIPMENT:
3 Computers
1 typewriter
4 printers – includes 2 receipt printers and photo printer, also computer printers should be copiers as well
Phones (3 extensions)
Fax machine (for ILL)
Water cooler

CLOSE PROXIMITY TO:
Circulation Desk
Service entrance
Elevator
Delivery / book return / ILL

BOOK CAPACITY: 300

ARCHITECTURAL FEATURES:
Space for incoming and outgoing books i.e. library orders, C/W MARS items
Electrical outlets at worktop level
Spacious area with wide aisles for ease of movement
Counter for stand up work
AREA DESCRIPTIONS

DESIGNATION:  

FUNCTIONS PERFORMED:  Comfortable yet functional area used by young adults for quiet socialization, place to do homework, surf the Internet and browse books. Teens are able to multitask and enjoy bright modern space.

OCCUPANCY:  
Public: 20  
Staff: 1  

FURNISHINGS:  
Shelving for YA books, magazines, graphic novels (need adjustable shelves)  
5 comfortable chairs (modular seating)  
2 Square tables with 8-16 low stools (like what we have now) for seating  
2 straight, wooden chairs  
Desk and computer workstation combination for young adult librarian either in room or adjacent office with glass facing into room.

USER SEATING: 20

SHELVING:  Metal adjustable shelving with wooden end panels for 2100 books, 20 periodicals

EQUIPMENT:  
1 OPAC for searching books  
4 computer workstations for Internet searching, word processing, etc.

CLOSE PROXIMITY TO:  
Adult circ desk  
YA Office  
Program/craft room

DISTANT FROM:  
Children's area to some degree  
Quiet study  
Reference

BOOK CAPACITY: 2100

ARCHITECTURAL FEATURES:  
Totally separate, enclosed with glass walls, accessible at all times  
Easily monitored by staff  
Carpeted  
Lot of flexible display area for posters on walls or corkboard, paper items  
i.e. brochures, fliers  
Sunny  
Bright colors  
YA’s like to see and be seen  
Traffic flow into area not through quiet areas
AREA DESCRIPTIONS

DESIGNATION:  

**YOUNG ADULT OFFICE / WORK ROOM**

FUNCTIONS PERFORMED: Young adult materials ordered. Meet with YAs one on one. Plan programs and prepare materials.

OCCUPANCY: Public: 1  Staff: 1

FURNISHINGS: Filing cabinet
Shelves
Computer workstation with rolling ergonomic chair

USER SEATING: 1 padded chair (guest); 1 rolling chair

SHELVING: 100 books

EQUIPMENT: Computer workstation with barcode scanner
Printer

CLOSE PROXIMITY TO:
- Young adult area
- Young adult and children’s technical services area

BOOK CAPACITY: 100

ARCHITECTURAL FEATURES:
- Window to outside
- Half glass wall for visibility into YA area
AREA DESCRIPTIONS

BOOK RETURN – DRIVE THROUGH

FUNCTIONS PERFORMED: Customers may drive up to drop off books after hours or during the day. Open 24 hours a day. Area is secure, well lit and covered similar to a bank drive through. Staff can leave reserve materials in lockers for patrons to pick up afterhours.

OCCUPANCY: Public: 1 automobile

EQUIPMENT: High quality metal book drop with two carts for wheeling returns to circulation desk. Coded lockers for after hours pickup / retrieval by patrons.

CLOSE PROXIMITY TO:

Main Entrance/Lobby
Elevator to bring cart to Circulation desk (if on second floor)

ARCHITECTURAL FEATURES:

Adequate lighting for safety
Attractive landscaping
Covered drive through
Safe exit onto street
Clearly marked traffic pattern
Fireproof book drop
Area for one car but safety for walking patrons entering building
Book drop and lockers able to withstand New England weather
AREA DESCRIPTIONS

DESIGNATION: 

CUSTODIAL / MAINTENANCE

FUNCTIONS PERFORMED: Central hub for building maintenance. Area will be used to store bulk building and cleaning supplies, machinery and equipment. Large and small mop buckets will be filled and emptied. Should be several small closets distributed throughout the building for supplies.

OCCUPANCY: Staff: 1

FURNISHINGS:
- Work bench
  - Adjustable shelving and storage for all equipment, tools and cleaning supplies
  - Chair
  - Wall hangers for brooms, mops, dust mop, etc.
  - Deep mop sink
  - Extra outlets

USER SEATING: 1 sturdy chair/stool for workbench

SHELVING:
- Adjustable metal shelving appropriate for cleaning supplies, light bulbs up to 4 feet long, paper products, garbage bags, tools and tool boxes.

EQUIPMENT:
- Bulletin board
- Deep sink with hose attachment for use with mops and pails
- Step ladder, 10 foot ladder
- Tool box
- Trash cans, Recycling cans
- Transport dollies
- Shop vac, Vacuum cleaner

CLOSE PROXIMITY TO:
- Maintenance / Receiving entrance
- Elevator
- Restrooms
- Delivery and recycling areas
- Heating and ventilating systems nearby

DISTANT FROM: Quiet study areas

ARCHITECTURAL FEATURES:
- Fully equipped custodial closets should be located on each floor including deep mop sinks.
- Separate, enclosed fireproof area for storage of lawn mower and any other equipment
- Secure, locked area
- Wide doors (3 feet) that swings out for ease of moving equipment
- Floor drains
- Space for ladders
- Well lit
- Storage tanks for gray water (to use for cleaning)
AREA DESCRIPTIONS

FUNCTIONS PERFORMED: Point of presence for internet access, storage of server, central network routing point, computer equipment and software storage.

OCCUPANCY: Staff: 2

FURNISHINGS: Workbench for troubleshooting computer equipment, fireproof file cabinet, Shelving for storage

SHELVING: Lots of shelving for storage of hardware, software

EQUIPMENT:
- Telephone lines in one place
- All network connections tied in
- Monitor mounted on wall for testing
- Internet, cable point of entrance
- Storage for server
- Troubleshooting & computer repair equipment
- Server routers
- Lots of power outlets @ work level
- Back-up reset switches
- Computer for HVAC

CLOSE PROXIMITY TO:
- Computer Lab
- Assistant Director’s office
- Staff workroom

DISTANT FROM:
- Plumbing
- Any source of water

ARCHITECTURAL FEATURES:
- No windows
- Climate controlled
ENTRANCE AND LOBBY

FUNCTIONS PERFORMED: Serves as entry to public service area. Patrons have access to literature and information. Public telephone and water fountain are available. Patrons consult a floor plan of the library.

OCCUPANCY: Public: Varies

FURNISHINGS: Kiosks for posters, fliers
Table for tax forms, etc. (unless these are located in Print Center)
Display case
Bench for sitting, taking off boots
Umbrella stand
Area or unit to store skateboards
Small Table
Trash container

USER SEATING: Bench for 2 people

EQUIPMENT: Large Bulletin Board with locking glass cover for posters, announcements
Water fountain (drinking)
Sign for events
Pamphlet rack
Easels for signs
“As built” box for architectural plans – wall mounted and locked
Knox box outside for police and fire admittance during emergency off hours

CLOSE PROXIMITY TO:
Internet/ Information Commons
Circulation desk
Public Rest Rooms
Meeting Room
Conference room
Friends Book Sale Area

DISTANT FROM:
Reference area
Quiet study

ARCHITECTURAL FEATURES:
Signage outside to identify the building by name
Signage (including hours)
Automatic, double entry doors for airlock
Non-carpeted floor, floor surface designed for ease of cleaning, durability
Grid for catching dirt at door
Natural materials
No book theft detection system
Building Directory (as seen in mall entrances) / Floor plan
Display area
Wall space for posters
Welcoming, uncluttered feeling. “Wow!” “What’s in here?”
   Cool anticipation!
Exterior overhang to reduce shoveling, protect people from weather
Easy to identify as main entry upon approach to the building
Visible from circulation desk
Well-lighted; natural light, welcoming look and feel to the area
Fire and security alarm systems for the building
Enable patrons to orient themselves easily upon entering the building
Donor list plaque
AREA DESCRIPTIONS

DESIGNATION: EXTERIOR

FUNCTIONS PERFORMED: One entrance is ideal to service the entire building. Signage clearly indicates the entrance. Well lit, landscaped with lots of green plantings, invites and encourages users to come in. The original 1918 Carnegie building features and materials should be echoed in the new construction and renovation. The roof should be suitable for New England weather. All materials and design considerations should meet LEED Platinum certification requirements.

EQUIPMENT:
- Building, parking lot and security lighting on timers
- Audible security and fire alarms on exterior but mounted unobtrusively
- Door buzzer at all entrances
- Outside storage shed (lockable) for maintenance equipment
- Shielded exterior electrical outlets at all entrances, in outdoor reading garden and on all sides of the building
- Lighted weather resistant lockable message board that has a clear front for posters and signs
- Knox box mounted by main entrance
- Water spigots for hoses near garden and any other outside green spaces

ARCHITECTURAL FEATURES:
- Adequate lighting for safety
- Attractive landscaping
- GREEN landscaping: trees, shrubs, water feature, seating area
- Designed for ease of maintenance, plowing
- Designed to discourage recreational activities, high speed driving
- Covered drive through
- Custodial and / or service entrance should be placed so that trash and deliveries do not take place through the main entrance
- HVAC systems hidden from view
AREA DESCRIPTIONS – BUILDING AND EXTERIOR

AREA DESCRIPTIONS

DESIGNATION: PARKING

FUNCTIONS PERFORMED: Patrons and staff park in separate areas. Library materials can be returned at a book return box near the main entrance. Enhance the exterior of the building while meeting green LEED standards. Provide access for deliveries, trash disposal. Special parking spots for energy efficient vehicles.

OCCUPANCY: Public: 89 Staff: 10

EQUIPMENT:
- Drive-through book return and lockers for patron material pickup
- Bicycle Rack
- Bench near the door
- Picnic tables for use of both public and staff
- Device for either dispensing parking passes or to scan library card for entry to lot
- Emergency call button

CLOSE PROXIMITY TO:
- Main Entrance/Lobby
- Meeting Room and Children’s Room Entrance (if different)
- Elevator
- Dumpster (garbage chute)
- Recycling

ARCHITECTURAL FEATURES:
- Adequate lighting for safety
- Attractive landscaping
- Clearly defined parking spaces for staff and public
- Clear lines
- Good signage ex. Handicap Parking, Van Accessible spaces
- Staff Parking, Energy Efficient Vehicles
- Restrictions: no bicycle riding, skateboards, etc.
- Designed for ease of maintenance, plowing
- Designed to discourage recreational activities, high speed driving
- Provide safe places to unload children and walk them to building
- Provide emergency call button for staff which rings at main desk
- Separate parking and entrance with walkways, safe zones
- Trash disposal area away from building
- Trash and recycling pickup area
- Delivery drop-off area (ILL and book delivery)
- GREEN landscaping: trees, shrubs, water feature, seating area
- Separate staff and public parking
- Safe exit onto street
- Safety for unloading
- Car pool or van pool designated parking area
PUBLIC RESTROOMS

FUNCTIONS PERFORMED: Note: Need to have staff only (adjacent to staff break room) and public restrooms including “companion/family” rooms for patrons needing assistance, children’s restrooms should have child size fixtures.

FURNISHINGS:
- Locking cabinet for storage of cleaning supplies
- Mirrors
- Bench
- Shelf and hook for pocketbook or bag

EQUIPMENT:
- All equipment should be energy efficient meeting standards of LEED Platinum standards.
- No-touch faucets, automatic towel dispensers AND air hand dryers, toilet paper holders, antiseptic foam soap, toilet brush, disposal unit for feminine products
- Automatic high efficiency flushing toilets and urinals
- Emergency button
- Changing table

CLOSE PROXIMITY TO:
- Meeting and program areas (one bathroom should be near and accessible for afterhours programs)
- Entrance/Lobby
- Circulation desk
- Booksale / Café

DISTANT FROM:
- Local history room
- Adult Stack area

ARCHITECTURAL FEATURES:
- In locating restrooms, particular care should be given to what collections are located underneath the restrooms (in the design of a two-story building) or near in the event plumbing problems occur.
- All fixtures should be energy star compliant to LEED Platinum standard.
- Water shut offs for toilet and sink
- ADA compliant
- Water-saving devices
- Lights that turn off automatically
- Single rooms (prefer no stalls). If stalls, doors should open out
- Soundproof
- Ventilation system
- Automatic everything i.e. lights, soap, paper dispenser, water
- Floor drain

GREEN FEATURES
- At least one on every floor
FUNCTIONS PERFORMED: Outdoor programs are held here from children’s story times to brown bag concerts. Individuals may enjoy quiet reading while staff may take a lunch break there. The library enjoys a ‘good neighbor’ relationship with YMCA and town hall and would share this space.

OCCUPANCY: Public: 30  Staff: 2

FURNISHINGS: Benches and picnic tables for seating
Trash barrels
Modular seating for children’s programs

EQUIPMENT: Outdoor sound system
Solar powered walkway lighting

CLOSE PROXIMITY TO:
Entrance/Lobby
Meeting Room and Children’s Room Entrance (if different)
Parking

ARCHITECTURAL FEATURES:
Adequate lighting for safety
Designed for ease of maintenance
Designed to discourage recreational activities
Attractive GREEN landscaping: native plants, trees, shrubs, water feature, seating area
Some system to capture and store rain water / gray water for watering
Benches and tables anchored to the ground
Consider an inside atrium through all floors which would prevent children from wandering away or strangers from walking through programs
AREA DESCRIPTIONS

DESIGNATION: STORAGE - ADULT

FUNCTIONS PERFORMED: Seasonal decorations and materials are stored here. Programs supplies, heaters in winter, fans in summer and other miscellaneous items find a home here.

OCCUPANCY: Staff: 2

FURNISHINGS: Long table for sorting

SHELVING: Industrial, adjustable metal shelving that can hold large plastic tubs and odd shaped items

BOOK CAPACITY: 211 back periodical issues (one year)

ARCHITECTURAL FEATURES:
- Good lighting
- Emergency call button
- Oversized shelving to hold paintings
- Storage for one year of periodical issues
DESIGNATION: STORAGE – CHILDREN AND YOUNG ADULT

FUNCTIONS PERFORMED: Seasonal decorations and materials are stored here. Science and Discovery grant kits. Programs and craft supplies, heaters in winter, fans in summer and other miscellaneous items find a home here.

OCCUPANCY: Staff: 2

FURNISHINGS: Long table for sorting

SHELVING: Industrial, adjustable metal shelving that can hold large plastic tubs and odd shaped items

CLOSE PROXIMITY TO:
- Children’s Room
- Young Adult room
- Program / Craft rooms

BOOK CAPACITY: 60 children’s back periodical issues (two years)
- 30 children’s back periodical issues (one year)
- 45 large Tupperware science and discovery kits

ARCHITECTURAL FEATURES:
- Good lighting
- Emergency call button
- Oversized shelving
## Projected Holdings Needs: PRELIMINARY ESTIMATE

<table>
<thead>
<tr>
<th>AREA</th>
<th>Current Holdings</th>
<th>Projected Holdings</th>
<th>Volumes per Linear foot</th>
<th>Projected Net Linear Feet</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ADULT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biography</td>
<td>1,167</td>
<td>1,926</td>
<td>10 vols</td>
<td>193</td>
</tr>
<tr>
<td>Fiction</td>
<td>8,393</td>
<td>13,848</td>
<td>12 vols</td>
<td>1,154</td>
</tr>
<tr>
<td>Large Print</td>
<td>1,648</td>
<td>2,720</td>
<td>8 vols</td>
<td>340</td>
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<tr>
<td>Local History (Archives)</td>
<td>2,138</td>
<td>3,528</td>
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<td>191</td>
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<tr>
<td>Mystery</td>
<td>1,155</td>
<td>1,905</td>
<td>12 vols</td>
<td>159</td>
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<tr>
<td>Non Fiction</td>
<td>12,646</td>
<td>20,865</td>
<td>10 vols</td>
<td>2,087</td>
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<tr>
<td>Paperbacks</td>
<td>775</td>
<td>1,279</td>
<td>16 vols</td>
<td>80</td>
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<tr>
<td>Reference</td>
<td>920</td>
<td>1,518</td>
<td>7 vols</td>
<td>217</td>
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<tr>
<td><strong>TOTAL ADULT VOLUMES</strong></td>
<td><strong>28,842</strong></td>
<td><strong>47,589</strong></td>
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<td><strong>4,421</strong></td>
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<td></td>
<td>YOUNG ADULT</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Fiction</td>
<td>793</td>
<td>1,309</td>
<td>12 vols</td>
<td>110</td>
</tr>
<tr>
<td>Non Fiction</td>
<td>1,188</td>
<td>1,960</td>
<td>12 vols</td>
<td>163</td>
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<tr>
<td>Paperbacks</td>
<td>860</td>
<td>1,419</td>
<td>16 vols</td>
<td>89</td>
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<tr>
<td><strong>TOTAL YOUNG ADULT VOLUMES</strong></td>
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<td><strong>362</strong></td>
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<tr>
<td></td>
<td>CHILDREN</td>
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<tr>
<td>Juv.Beginning Reader</td>
<td>643</td>
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<td>Juv.Biography</td>
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<td>Juv. Board Books</td>
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<td>Juv.Fiction</td>
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<td>9,032</td>
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<tr>
<td>Juv.Non Fiction</td>
<td>3,534</td>
<td>5,831</td>
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<td>Juv.Paperbacks</td>
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<tr>
<td>Juv.Reference</td>
<td>202</td>
<td>334</td>
<td>14 vols</td>
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<tr>
<td><strong>TOTAL CHILDREN'S VOLUMES</strong></td>
<td><strong>15,614</strong></td>
<td><strong>25,681</strong></td>
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<td><strong>1,858</strong></td>
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<td></td>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>47,297</strong></td>
<td><strong>77,958</strong></td>
<td><strong>6,641</strong></td>
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</table>

Based on Wisconsin Library Building Standards at the Moderate level.
### Projected Holdings Needs: PRELIMINARY ESTIMATE

#### Library Materials – MEDIA AND OTHER FORMATS

<table>
<thead>
<tr>
<th>AREA</th>
<th>Current Holdings</th>
<th>Projected Holdings</th>
<th>Items Per Linear Foot</th>
<th>Projected Net Linear Feet</th>
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<tbody>
<tr>
<td>ADULT</td>
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<tr>
<td>Art Prints</td>
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<td>40</td>
<td>2 vols</td>
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<td>Audio Cassettes</td>
<td>458</td>
<td>458</td>
<td>15 vols</td>
<td>31</td>
</tr>
<tr>
<td>Compact Disc Recordings</td>
<td>623</td>
<td>1,028</td>
<td>30 vols</td>
<td>35</td>
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<tr>
<td>Computer Software</td>
<td>15</td>
<td>30</td>
<td>10 vols</td>
<td>3</td>
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<tr>
<td>DVD Movies</td>
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<td>4,594</td>
<td>10 vols</td>
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<tr>
<td>Recorded Books (Cassette, CD and DVD)</td>
<td>385</td>
<td>1,155</td>
<td>10 vols</td>
<td>115</td>
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<tr>
<td>VHS Movies</td>
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<td>10 vols</td>
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<td><strong>TOTAL ADULT ITEMS</strong></td>
<td><strong>4,478</strong></td>
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<td>YOUNG ADULT</td>
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<tr>
<td>Compact Disc Recordings</td>
<td>22</td>
<td>200</td>
<td>30 vols</td>
<td>7</td>
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<tr>
<td><strong>TOTAL YOUNG ADULT ITEMS</strong></td>
<td><strong>22</strong></td>
<td><strong>200</strong></td>
<td></td>
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<tr>
<td>CHILDREN</td>
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<tr>
<td>Juv. Audio Cassettes</td>
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<td>129</td>
<td>15 vols</td>
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<tr>
<td>Juv. Compact Disc Recordings</td>
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<td>400</td>
<td>30 vols</td>
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<tr>
<td>Juv. Computer Software</td>
<td>42</td>
<td>150</td>
<td>8 vols</td>
<td>19</td>
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<td>Juv. Kits</td>
<td>45</td>
<td>200</td>
<td>8 vols</td>
<td>25</td>
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<td>Juv. DVD Movies</td>
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<td>1,764</td>
<td>10 vols</td>
<td>177</td>
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<tr>
<td>Juv. Recorded Books</td>
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<td>Juv. Toys and Puzzles</td>
<td>62</td>
<td>186</td>
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<td>Juv. VHS Movies</td>
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<td>10 vols</td>
<td>0</td>
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<td><strong>TOTAL CHILDREN’S ITEMS</strong></td>
<td><strong>1,341</strong></td>
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<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>5,841</strong></td>
<td><strong>10,493</strong></td>
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Based on Wisconsin Library Building Standards at the Moderate level.
<table>
<thead>
<tr>
<th>AREA</th>
<th>Current Holdings</th>
<th>Projected Holdings</th>
<th>Volumes per square foot</th>
<th>Projected Net Square Feet</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADULT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Newspapers – saved one month</td>
<td>8</td>
<td>10</td>
<td>1 per square foot</td>
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<tr>
<td>Newspaper – saved six months</td>
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<td>1</td>
<td>1 per square foot</td>
<td>1</td>
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<tr>
<td>Periodicals (Titles)</td>
<td>79</td>
<td>100</td>
<td>1 per square foot</td>
<td>100</td>
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<tr>
<td>Periodical Backfile Storage – one year (titles)</td>
<td>79</td>
<td>100</td>
<td>1 title/ yr.</td>
<td>100</td>
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<tr>
<td>TOTAL ADULT ITEMS</td>
<td>167</td>
<td>211</td>
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<td>211</td>
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<tr>
<td>YOUNG ADULT</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Periodicals</td>
<td>11</td>
<td>15</td>
<td>1 per square foot</td>
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<tr>
<td>Periodical Backfile Storage – one year</td>
<td>11</td>
<td>15</td>
<td>1 yr.</td>
<td>15</td>
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<tr>
<td>TOTAL YOUNG ADULT ITEMS</td>
<td>22</td>
<td>30</td>
<td></td>
<td>30</td>
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<tr>
<td>CHILDREN</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Juv. Periodicals</td>
<td>15</td>
<td>20</td>
<td>1 per square foot</td>
<td>20</td>
</tr>
<tr>
<td>Juv. Periodical Backfile Storage – two years</td>
<td>30</td>
<td>60</td>
<td>1 yr.</td>
<td>60</td>
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<tr>
<td>TOTAL CHILDREN’S ITEMS</td>
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<td>GRAND TOTAL</td>
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<td>321</td>
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Based on Wisconsin Library Building Standards at the Moderate level.
**PROJECTED SHELVING NEEDS**

Books:

<table>
<thead>
<tr>
<th>SECTION</th>
<th>PROJECTED LINEAR FEET</th>
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</thead>
<tbody>
<tr>
<td>Adult</td>
<td>4,421</td>
</tr>
<tr>
<td>Young Adult</td>
<td>362</td>
</tr>
<tr>
<td>Children</td>
<td>1,858</td>
</tr>
<tr>
<td>Local History</td>
<td>300</td>
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Media:

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<tr>
<th>SECTION</th>
<th>PROJECTED LINEAR FEET</th>
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<tr>
<td>Adult</td>
<td>777</td>
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<td>Young Adult</td>
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<tr>
<td>Children</td>
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Periodicals:

<table>
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<tr>
<th>SECTION</th>
<th>PROJECTED LINEAR FEET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>111</td>
</tr>
<tr>
<td>Young Adult</td>
<td>15</td>
</tr>
<tr>
<td>Children</td>
<td>20</td>
</tr>
<tr>
<td>Back files in storage</td>
<td>175</td>
</tr>
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# Appendix: Existing Library Seating and Parking

<table>
<thead>
<tr>
<th>Area</th>
<th>Current User Seats</th>
<th>Projected User Seats</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Seating</strong></td>
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<tr>
<td>Adult</td>
<td>16</td>
<td>40</td>
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<tr>
<td>Young Adult</td>
<td>6</td>
<td>20</td>
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<tr>
<td>Children</td>
<td>8</td>
<td>31</td>
</tr>
<tr>
<td>Meeting Room</td>
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<td>100</td>
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<tr>
<td><strong>Total User Seating</strong></td>
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<tr>
<td><strong>Computer Workstations</strong></td>
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<tr>
<td>Adult</td>
<td>24</td>
<td>36</td>
</tr>
<tr>
<td>Young Adult</td>
<td>0</td>
<td>6</td>
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<tr>
<td>Children</td>
<td>4</td>
<td>13</td>
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<tr>
<td><strong>Total Computer Workstations</strong></td>
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<td>55</td>
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<tr>
<td><strong>Parking</strong></td>
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<tr>
<td>Staff</td>
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<td>10</td>
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<tr>
<td>Patrons</td>
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<tr>
<td><strong>Total Parking</strong></td>
<td>45</td>
<td>To be determined</td>
</tr>
</tbody>
</table>

Seating includes chairs where patrons can sit and read or work with books or laptops.

Workstations include OPAC terminals and Internet access computers.

Parking is shared with the town hall next door. There are no designated spots (besides handicapped), it is open parking.
ACKNOWLEDGEMENTS

There are so many people who were so helpful during this arduous process, chief among them the many librarians who went before us in building a new library for their community. The opportunity to learn from them, get their valuable assistance and pick their brains for ideas and what to avoid – all of it was invaluable. In particular the following individuals were wonderful:

Jude Anderson – Granite Falls Library
Mary Anne Antonellis – M.N. Spear Memorial Library, Shutesbury
Helene DeFoe – Mashpee Public Library
Deni Ellis – Petersham Memorial Library
Heidi Fowler – Townsend Public Library
Marcia Gross – North Adams Public Library
Rosie Heidcamp – Wendell Free Library
Matt Hall – Pearle L. Crawford Library, Dudley
Janice Lanou – Wheeler Memorial Library
Susan Shelton – Leominster Public Library
Ruth Urell – Reading Public Library

Thanks to the MBLC consultants who are always ready to field questions and calm us down:
Anne Larson, former Small Library Consultant
Roe Waltos, Small Library Consultant

And finally the many citizens, departments, boards and committees who participated in surveys, focus groups, and generally gave their opinions and helpful advice.
Because the Athol Public Library’s information and access services rely on a secure and well maintained information system, the library will provide access services through its Integrated Library System (ILS) and will maintain a hardware network with adequate Internet connectivity, computer equipment, and program access to meet the research, educational, and recreational needs of our patrons.

Background
The Athol Public Library serves a town with a population of 11,299 people. Our library is one of the larger libraries in the immediate vicinity. As a result, we also serve people from many of the surrounding towns. Our patron database exceeds 12,000 patrons. We have an active children’s area with three computers, granted by the Gates Foundation, with Internet access, a mobile computer lab which we use to teach classes in our meeting areas, a newly renovated young adult area, a public access computer area with eight studio hybrid computers (again purchased by the Gates Foundation) that are all equipped with Microsoft Office, a selection of games, Internet access utilities, along with Steady State to limit patrons’ access to our network, CleanSlate to restrict patrons’ ability to make changes on individual computers and prevent storing data on the library computers, and Symantec Endpoint Protection as an anti-virus software. The public access computers are equipped with DVD/CDRW drives and front access USB ports; all of which are heavily used by patrons. Our patrons rely on thumb drives or CDs to store their data. Since we have a few that still use floppy drives, we have a portable USB drive that can be attached to any computer. These computers are able to print to a networked laser printer, either in the adult circulation area or in the children circulation area.

In the adult section, we have three specially equipped public access computers for visually impaired patrons, and an IP video-phone. These adaptive technologies computers have all the software that is on the other public access computers with the addition of the JAWS and Zoom Text programs.

We also provide 24/7 commercial WIFI Internet access for patrons with wireless devices such as laptops. For security reasons, this access is separate from the library’s network. In order to provide printing capability for the laptop users, we have a free standing printer station with a USB connection and installation disc available.

In the children’s section there are three new computers, purchased with Gates Foundation money that have the typical Office products as well as games such as the Magic Schoolbus and Logical Journey of the Zoombinis, a favorite among the users.

There are five other public computers. We have two computers that serve as the patron OPAC’s in the adult area and a third patron OPAC in the children area. To control patron usage of the public access computers, we use PC Reservation. Since the public access computers are often all in use, we provide a self-service kiosk so patrons can establish reservations. The fifth computer is attached to a microform reader so patrons can view, print, save, and email images from the library’s microfilm and microfiche collection.

The staff computers are distributed throughout the building. There are computers in the Director’s Office, the Assistant Director’s Office, 2 Adult Circulation stations, a Reference station, the PC Reservation management console, a staff workstation, the Inter-library Loan work station, the Adult Cataloging workstation, the Children’s librarian’s office, the Children Circulation workstation, the Children Cataloging workstation, and the Archive workstation. All of these computers are equipped with Microsoft Office for productivity, Follett Destiny, Internet access, Symantec anti-virus, and any additional...
software required for individual tasks. The library participates in a site volume licensing subscription service through Dell-ASAP to provide economical software licenses.

The library suffers from significant building limitations. The building was built in 1918 with an addition and renovation in 1960, but the design does not accommodate the current technological needs well. Any attempt to expand computer resources or workstations will depend upon remodeling and expanding existing spaces. We are in the initial stages of planning for such an expansion. Until that time, it is not feasible to attempt to add computer workstations.

The existing server room is a converted janitor closet with a large sink and a window air conditioner. The server itself is a Gates Foundation Gateway content server that is meeting the current needs, but it has reached its functional limits. It is at its memory capacity with 2 GB RAM installed. It has a RAID architecture, but the hard drive is almost full. The automatic backup system has not worked properly so the staff must run daily backups manually. A proposal for a new server has been received by Guardian Information Technologies to replace the server with a Windows 2008 operating system.

Technology Planning
The technology planning team includes the library’s Library Director, Assistant Director, the Computer Aide, staff members representing adult services and children services, a representative of the library’s Friends group, and a representative from the community at large. Technical assistance is provided by Guardian Information Technologies in Leominster.

The technology planning team reviews the existing goals and evaluates the status of the library vis-à-vis these goals. Goals that have been completed or have become obsolete will be removed and new goals will be established. Once the goals have been revised, the team will develop specific goals and an action plan to accomplish those goals. Because of budgeting cycles, the technology planning process will involve meetings during the first and last quarters of each fiscal year.

Because the technology planning involves existing hardware infrastructure and projecting the implementation of developing technologies, the team will use this plan and the library’s Hardware Technology Plan as working documents. Both will be evaluated and revised annually with major revisions on a 5-Year cycle.

Goals and Objectives

Goal 1
To maintain an ILS that will provide staff and patrons with efficient access to the library’s collection, provide circulation services, and provide a means to track collection and usage statistics.

Objectives

1. Maintain at least the present level of service for patrons accessing the library’s collection by updating the library’s ILS.
2. Enhance the library’s resources for resource sharing through interlibrary loan by pursuing circulating membership in a library network.
3. Provide staff with any training required because of ILS changes.

Conduct a comprehensive analysis to identify the best ILS option for our library. Based on the ILS comparison, the most comprehensive and cost effective option for upgrading our ILS is to join MassCat, but the library should weigh the potential loss of subscription databases and reduced efficiency for the ILL process. The library should budget for an ILS migration in fiscal year 2011-2012. Depending on the selected system, the library might need to upgrade hardware or telecommunications access in conjunction with the migration. Migration to C/W MARS Millennium will require an upgrade of our WAN connection with the C/W MARS system. Our existing hardware and Internet connection meet the requirements of the MassCat Koha Zoom system. Continued attention should be paid to a proposed C/W MARS change to Evergreen from Triple I as it may be a more affordable solution.
The migration will require staff training which can be obtained through C/W MARS, CMRLS, or MassCat staff. This training should occur in at least two sessions with the first serving as an introduction and the second after initial implementation so that staff can ask specific questions particular to our location. By the time we complete an ILS migration, both C/W MARS and MassCat should be fully integrated with the Union Catalog which should facilitate shared access to support ILL services.

**Goal 2**

To provide computer resources to meet the reference, research, personal enrichment, and recreational needs of the library’s staff, patrons, and community.

**Objectives**

1. Invite CMRLS to provide in-house training on available reference resources and online databases.
2. Maintain the research databases available to patrons through membership in CMRLS and C/W MARS.
3. Investigate the potential for providing federated searches and OPAC access through our library’s home page. Implement these tools if feasible.

The library provides access to subscription databases that are included in our membership in CMRLS and online affiliate membership in C/W MARS. Our library’s statistics indicate that our patrons rarely utilize this resource. A training was held in 2010 with a member of CMRLS (now defunct) which was very helpful for the staff. The next step is training the new staff members who have come on board since the last training and a refresher for current staff. By December 2010, the library will host training by MLS staff on using the online databases.

By January 2010, we will produce a bookmark and flyer to introduce and promote our databases. These will be available in the library and at the local schools. During this fiscal year, we will closely track database use to determine actual demand. MassCat does not provide access to research databases so the migration to MassCat would result in the loss of some research databases (Nora Blake, Personal Communication, March 31, 2008). Using the information from the actual use, the library will investigate supplementing the MLS databases with additional subscription databases and OpenAccess resources. The library should weigh this cost along with the cost of migration to ascertain that actual cost of the full ILS package. Special attention will be paid to the current proposal to move to Evergreen by C/W MARS.

**Goal 3**

To provide computer and Internet access for staff and patrons to efficiently complete research, work related activities, and academic work.

**Objectives**

1. Continually monitor the public access workstations to make sure they have the more current technologies.
2. Replace staff workstations that are more than 3 years old with systems that will continue to meet staff needs.
3. Replace OPAC, PC Reservation self-service, and adaptive technologies workstations before they experience system failures.
4. All new hardware should be able to run the most current operating system.

The library maintains two Internet access subscriptions. The primary subscription provides Internet access for the library’s network through a cable modem connection with static IP addresses. This system is robust enough to meet our current and projected Internet access needs. The secondary Internet connection is a DSL connection that provides wireless access for laptop users. To protect our network’s integrity, we maintain this as a completely separate system. These systems are meeting the library’s present and anticipated needs so no change is required.
The public access computers have just been replaced by studio hybrids from Dell that were purchased by the Gates Foundation. Care should be taken to keep them up to date and budgeting for eventual replacement should be planned.

We have six staff computers that should be replaced when they are 3-5 years old. The public access computers run Windows Vista Professional, we should migrate to this operating system or Windows 7 throughout the library. We should upgrade to the current version of Microsoft Office or equivalent software. This should be completed during fiscal year 2010-2011.

Successful completion of this goal is guaranteed provided the library commits adequate funding to follow the replacement and upgrade schedule. The result of completing this goal will be our continued ability to meet the staff and patron hardware requirements. Using PC Reservation, we will be able to track any changes in PAC use which will reflect our ability to meet patron needs and expectations.

**Goal 4**

To provide patrons with access to assistive technologies for communication, research, and recreation.

**Objectives**

1. Maintain updates of adaptive technologies at these workstations.
2. Provide staff with detailed written instructions in the use of assistive technologies.
3. Publicize the availability of these resources to encourage use.

The adaptive technologies computer should be replaced during fiscal year 2012-2013. Our staff has had training in use of the assistive technologies software.

The video-phone system has adequate instructional materials. We will provide annual training updates so staff remain comfortable with these tools.

Neither of these tools enjoys much use. To promote their use, the library will provide an article with photos for the local newspaper. This should be completed during December 2010 and every 6 months thereafter.

This represents an underused resource in our library. By using publicity and staff training, we should demonstrate that there is a need for these services among our patrons. We have entered these systems in our circulation software so that we can track use and patron demand for these resources.

**Goal 5**

To provide adequate space and technology (i.e. electrical hookups, wifi) so that library users can easily link up to a high speed Internet connection.

1. Maintain the current commercial wireless wifi system and upgrade as needed.
2. Create an area or stations where users can easily access the Internet with their laptops and have electrical outlets for recharging.
3. Allow enough space so that users have enough area to work with their documents.
4. Create quiet study areas that are connected so that home business owners or students can work collaboratively in groups.

**Follow-Up**

This plan and the Hardware Plan are to be reviewed and updated annually. Each year the technology planning team will evaluate the library’s success in completing the planned projects and make any necessary revisions and recommendations. These plans should be thoroughly revised and updated every three years.

written and compiled by Jude Anderson, former Assistant Director and Debra Blanchard, Library Director 31 July 2010. Accepted by the Board of Library Trustees 25 August 2010.
Focus Groups

Athol Public Library

- Young Adults
- Staff
- Trustees, Town Officials
- One Library User Group
- One Combined User/Non User Group

Prepared by

________________________________________

Barbara Friedman
Westminster, MA 01473
I. Executive Summary

Methodology
Five focus groups were held at the Athol Public Library (hereafter called “the library”) on the following dates:
- April 27th: Young Adults
- May 3rd: Staff
- May 5th: Trustees and Local Officials
- May 19th: Library Users
- June 2nd: Combined Library Users/Non Users

Approximately forty-five people attended the sessions. Each group was read a series of questions and the facilitator recorded and projected these answers on a screen for all participants to see. All responses are included in this report. The Preparation for Planning was done by Athol Library Director, Debra Blanchard. She prepared her Board, Staff, Committees, and Library users explaining the process and inviting them to participate in focus groups. Originally, six focus groups were planned to identify possibilities for change and determine Community Vision. Five focus groups were held: Teens, Staff, Board of Library Trustees and other Town Board Members, and two Users Groups. The focus groups were conducted by Barbara Friedman, Consulting Librarian, and held over a five week period from April 27th through June 2nd 2010. The key responses from these groups are listed under the standard PLA Services Responses and given in raw data form. After a review of the responses, the Library Director will review the responses, write goals and objectives, identify future activities, write the plan, and submit to Library Trustees and the Massachusetts Board of Library Commissioners.

Summary
The participants overwhelmingly like visiting the library and the staff, but feel it should be bigger, and open more hours, including evening and weekend hours. One teen expressed “space envy” saying that the adults have more space than they do, but generally space is desired for all groups and all library functions. Comments about the collection were few, but these reflected the need for bigger collections with broader depth making it less likely to require interlibrary loan. Both the quality (no scratches) and the quantity of DVDs and CDs are important, especially to young adults.

Both young adults and staff agreed that a larger teen space where young adults could be noisier is important. Comfortable seating, more storage space and shelf space for books, more computers, sturdier step stools, and less clutter in the history corner are seen as needs. The staff is viewed positively for their dedication and friendliness, however both staff and the public see a need for more staffing, continued training, especially in technology, and the reinstatement of the Assistant Director’s position.

What has changed in the Athol Public Library in five years? The level of service has remained high. The staff commitment to strengthening the community is solid. Trustees, Town Officials, and Library Users recognize the quality of service, but also consistently identify the library’s needs: space, shrinking staff, and limited hours.

Trustees are well versed in these needs and are articulate in discussing these with Town officials. They are also aware of potential looming issues of decertification, neighboring libraries being decertified, and the challenges of a building project.

Although the solution to all of these problems was identified as more money, increased funding depends on public support. The groups clearly identified a need to connect with community businesses, and town, state, and federal officials to solve these funding issues.

All groups felt that the staff was sensitive to the pulse of the community and responded to needs. Programming was mentioned as a strength of the library with the variety and frequency of programs being important to both adults, young adults and children.
Participants expressed belief that there was significant support for the library, but competition from other demands of the community, apathy, and the economy were threats to the building process, the re-establishment of the Assistant Director position, and extending hours.

In the last five years, the Athol Public Library has increased its level of service for young adults through staff efforts, grants (USDA & LSTA), and volunteer efforts. The Library has an impressive young adult program, a teen advisory board (ATAC), and staff committed to this population.

Although the Athol Public Library faced many of the same issues five years ago, namely space, hours, and funding, focus group attendees more easily defined solutions: grants, partnerships, networking, lobbying, and fundraising.

The Director has moved the building process forward. In 2005, the Library was granted a planning and design grant for $20,000, half of a $40,000 project and is committed to continuing to seek a library construction grant.

The focus group attendees expressed a desire for a larger library, and many expressed a desire to keep the ambiance of the old building. A list of reasons for keeping the library in the center of town were given, which included the mutually positive relationships with businesses in the downtown area, transportation issues, and a sense of tradition.

The concept of an “ideal library” varied from participant to participant, but there was universal agreement on the need for more space for library staff, for storage, for programming, and for the collection. Quiet space and noisy space (young adult area and children’s areas) were mentioned as important needs, as well as expanded services, including more library hours.

The overall impression given by participants is that Athol Public Library is a thriving, vibrant, essential service in town, now used by more people than ever. Increased service, technology, and lack of funding have put a strain on the staff, but they continue to offer great service.

The “dislikes” or suggestions for change expressed don’t neatly fit into categories. They are listed here, but are also found in the group comments.

Only one person per computer
Hours (Closing time is too early)
Not open weekends
Only “fine free” day is Wednesday.
Adults have a bigger space
Need a bigger selection of movies (DVDs)
Want people to be accountable for scratched DVDs.
Need a scratch remover for CDs and DVDs (they know it is expensive)
Teen space is out in the open…in the back would allow teens to be a little louder
A private space
Don’t like people that steal things: Alarm the books to prevent loss.
Comfortable seating
More shelf space for books
More and sturdier Step stools
Less clutter in the history corner
Needs more shelf space
Like to get more books in the library vs. Interlibrary Loaning
More historical, non-fiction
More medical books with new concepts
Balanced collection of political thought
More computers
Library should be for serving the community, including student needs
Stay open later than 5:30 (especially for workers and those who commute out of town)
Open on Saturdays
More volunteers to keep the library open

GROUND RULES FOR PARTICIPANTS

This is an opportunity to participate in a forum for positive change. Use it, and have fun with it!
1. There are no right or wrong answers. It is not necessary to reach a consensus.
2. Participate in the discussion; express your opinions, examples, and ideas freely yet briefly.
3. Give others your attention. Limit side conversations and interruptions.
4. Be open-minded and respectful of your colleagues.
5. Engage in discussion, not argument. Stay positive!
6. Allow others to voice their opinions and ideas.
7. Stay focused and on topic.

Focus Groups are not to be used for:
1. Personnel issues
2. Conflict resolution
3. Consensus building
4. Attitude modification
5. Numerical data gathering

GUIDELINES USED BY FACILITATOR
1. Warm up as participants arrive, give each person the handouts and their nametag, and offer refreshments.
2. Start on time.
3. Preliminaries - introductions, review time frame and confidentiality of process.
4. Review the participant ground rules.
5. Conduct the focus group. Record brief comments and perceptions when possible.
6. Sessions are limited to 90 minutes (no break).
7. Conclusion and thanks at the end of 90 minutes.
8. Ask each question in turn; do not review the list of questions with the focus group participants beforehand.
9. Help participants to feel comfortable and relaxed.
10. Encourage different perceptions and points of view. Promote debate.
11. It is not necessary to reach a consensus. Draw out different opinions.
12. Try to keep the discussions on a positive track - what people want rather than what has not worked, what they do not like.
13. Try to keep the discussion flowing. Ask for examples or additional details where needed.
14. Keep the discussion focused and on track.
15. Encourage participation by everyone. Prevent the discussion from being dominated by one or two people, and try to get quieter people to talk; for example, you might want to go around the table.
16. Remind participants of ground rules, if necessary.
17. Keep time frames in mind so that all questions can be covered within the allotted time.
18. Help participants to conclude discussions and make smooth transitions to the next question.
19. Remain neutral - do not show approval or disapproval for ideas.
20. Avoid giving personal opinions.
LIBRARY SERVICE RESPONSES

1. Be an Informed Citizen: Local, national, and world affairs. Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels, and to fully participate in community decision-making. Attendees talked about the Library being open consistent and longer hours than the Town Hall or other Town agencies. They also stated that the Library provided public access computers with a wifi connection, and information could be obtained by consulting a staff member and/or searching a computer.

2. Build Successful Enterprises: Business and non-profit support. Business owners and non-profit organization directors and their managers will have the resources they need to develop and maintain strong, viable organizations. Attendees talked about cooperative efforts between the library and businesses in town that could forge partnerships. The library provides support in the form of reference services and helps other agencies with their informational and promotional needs. It was noted that the library staff is willing and able to provide support to other town agencies whenever asked. Many times focus group attendees mentioned the relationship between the Y and the library. The relationship between the library and town officials, local businesses, and especially the Y, seems to be a strong reason for keeping the library in the center of town when a building plan is developed.

3. Celebrate Diversity: Cultural awareness. Residents will have programs and services that promote appreciation and understanding of their personal heritage and the heritage of others in the community. Attendees mentioned programming offered on many different subjects. The amount of programs and the choice of speakers were considered to be evidence that the library staff was willing to tap any resource to develop programming and knew that there were many different interests in the community. One focus group attendee gave examples, mentioning that cooking programs drew a very different audience than the book club discussions, and that other topics attracted new audiences. Mentioned by all groups, including the young adult group, was the success of young adult programming at the Library. Young adults are given many opportunities to become aware of others in their community by participation and service projects.

   One participant said: "Staff helps to welcome different people" (meaning people of all walks of life, nationalities, etc.)

4. Connect to the Online World: Public Internet access. Residents will have high speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.

   The computer services are provided free of charge and appreciated by many of the attendees. More computers, time limits, and assistance from staff were mentioned. Keeping up with technology and keeping computers up-to-date were seen as challenges. Users of the library realize that the time of the staff is limited, but also realize there is a need for more computer assistance and classes.

5. Create Young Readers: Early literacy. Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.

   The Children’s staff mentioned the need for more computer access, and some patron behavior issues that impede on providing services to children. The Library does maintain a separate collection for children and hires a staff to serve their needs. Regular story hours and other programs for children were mentioned as ways this need is met.

6. Discover Your Roots: Genealogy and local history. Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community. One of the library users mentioned using the library for genealogy and getting related books through interlibrary loan. In another session, the library was described as a source for teaching children about local history. One library user mentioned that the library helped “preserve the history of the Town’s affluent past”.

7. Express Creativity: Create and share content. Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.

   Although some of these services for creating video & audio may be provided through AOTV, the local access channel, young adults described the library as a place for creative activities both online and as real-world experiences.

   Some Young Adult Activities Described as Enjoyable during the Focus Group Sessions

   • Bake Sales
   • Car Wash
   • Read to small children
   • Cooking Class
   • Pennies for Peace
   • Cleaned up the Park
   • Community Service
   • Anime Club
   • Movie Night
   • Wii Tournaments
   • Prom Dresses
YuGiOh Game
Young adults would enjoy even more ways to express and enjoy the library creatively, they offered these suggestions:

- Dance competitions
- Yoga
- Exercise to Videos
- Art classes
- Karaoke
- Musical (Workshops-Learning more about music)
- Lessons (musical, etc.)
- X-Box
- Zumba
- Field Trips (to the Mall; Whale Watch, Fishing, White Water Rafting, Camping, etc.)
- Just Dance (Wii)

8. Get Facts Fast: Ready reference. Residents will have someone to answer their questions on a wide array of topics of personal interest.

9. Know Your Community: Community resources and services. Residents will have a central source for information about the wide variety of programs, services, and activities provided by community agencies and organizations.

Library Users felt that the Library did a good job sharing community resources and library services through the following:

- Website
- New books in the newspaper (Athol Daily News)
- Giant banners/signs
- For a small library they do pretty well
- Local television station

10. Learn to Read and Write: Adult, teen, and family literacy. Adults and teens will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens, and workers.

One focus group participant described the Athol Public Library as doing what they should do. In other words, the Library is providing contemporary and classic literature, computer facilities, and all types of media to support the Town’s needs. Formal literacy classes were not mentioned as a need or current service.

11. Make Career Choices: Job and career development. Adults and teens will have the skills and resources they need to identify career opportunities that suit their individual strengths and interests.

12. Make Informed Decisions: Health, wealth, and other life choices. Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.

Again, the helpfulness of staff and availability of ten computers to find information related to jobs and careers were cited as filling this need. However a user expressed that it would be nice to get more books in the library, so interlibrary loan would not be so necessary, and that the library was in need of more historical and non-fiction books, including more medical books with new concepts, and a more balanced collection of political thought.

13. Satisfy Curiosity: Lifelong learning. Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

Both teens and library users expressed a joy of reading and the need to be around books. All groups were familiar with the availability of Interlibrary Loan and the willingness of the staff to get what they wanted fast!

14. Stimulate Imagination: Reading, viewing, and listening for pleasure. Residents will have materials and programs that excite their imaginations and provide pleasurable reading, viewing, and listening experiences.

The abundance of programming and the staff’s willingness to provide Interlibrary Loans seems to be evidence that library is offering opportunities for people to expand their interests.

15. Succeed in School: Homework help. Students will have the resources they need to succeed in school.

Young adults mentioned the computer resources and staff help.

16. Understand How to Find, Evaluate, and Use Information: Information fluency. Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate, and effectively use information to meet their needs.
The staff was praised many times by all groups for their expertise, professionalism, and people skills to provide information. However, every group mentioned that the staff was always busy, understaffed, and unable to provide extended computer assistance. The elimination of the Assistant Director was seen as a great loss to service to the public and imposing greater responsibilities on the Director.

17. Visit a Comfortable Place: Physical and virtual spaces. Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support networking. Young adults enjoy the teen space because it is comfy, a place of their own, and includes books that they like to read. However, young adults offered suggestions for making the Teen Space even better:
   - Make Teen space bigger
   - Build a new library with a movie theater; more new books; three floors, one exclusively for teens
   - Make it more colorful (paint it bright!) Too much white
   - Sound proof

Adult users and town officials expressed that the library was a comfortable, welcoming, “gem of the community” that was “wonderfully old-fashioned”. However, they also expressed that the library was cluttered, in need of space (mentioned emphatically in all groups), and that there was no “private space”.

18. Welcome to the United States: New immigrants will have information on citizenship, English Language Learning (ELL), employment, public schooling, health and safety, available social services, and any other topics that they need to participate successfully in American life.

None of the groups mentioned this service response.

FOCUS GROUP RESPONSES FROM THE FIVE FOCUS GROUPS: Young Adults, Staff, Trustees and Town Officials, One Library User Group and One Combined User/Non User Group

All Responses from Young Adults

1. Where do you hang out?
   - Home
   - Here (Library)
   - *Friends’ Houses
   - Skate Park
   - *School
   - Park (Lake)
   - Sanders Park
   - *Mall (Leominster, Holyoke, Hadley, Rochester, etc.)
   - Playground
   - High School
   - Movies
   - Hospital (parent employed)
   - Bus Stop

2. Where do you find the information you need for school work?
   - Internet
   - Library
   - Mom & Dad
   - Teachers
   - Make it up as I go along
   - Books
   - Video Game!
     (Primarily English. Brainage. )
   - Google
   - Can’t use Wikipedia – School doesn’t allow
   - Suggested websites

3. What do you like about the library? What do you dislike about the library?
Like
Open Computer for 1 hour
Sign up & wait
Wifi
Laptops
Copy to a flashdrive or extend time if you run out of time.
Teen space
  Comfy
  Space that is ours
Books
Activities
  Bake Sales
  Car Wash
  Read to small children
  Cooking Class
  Pennies for Peace
  Cleaned up the Park
  Community Service
  Anime Club
  Movie Night
  Wii Tournaments
  Prom Dresses
  YuGiOh Game
ATAC – Athol Teen Advisory Council
Books
Work off fines

Dislike
Only one person per computer
Hours (Closing time is too early)
Not open weekends
Only “fine free” day is Wednesday.
Adults have a bigger space
Need a bigger selection of movies (DVDs)
Want people to be accountable for scratched DVDs.
Need a scratch remover for CDs and DVDs (they know it is expensive)
Teen space is out in the open…in the back would allow teens to be a little louder
A private space
Don’t like people that steal things: Alarm the books to prevent loss.

4. Why do you come to the library?

Friends
Books
Love reading
Printers
Copy Machines
Use the Internet
Summer Reading books
Place to get away from home
Summer reading prizes
Special event (monthly )
Wizard prize box
The Red Sox reading log and chance to win prizes
5. **Are there any services/programs not now offered by the library which you think the library should provide?**
   - Dance competitions
   - Yoga
   - Exercise to Videos
   - Art classes
   - Karaoke
   - Musical (Workshops-Learning more about music)
   - Lessons (musical, etc.)
   - X-Box
   - Zumba
   - Field Trips (to the Mall; Whale Watch, Fishing, White Water Rafting, Camping, etc.)
   - Just Dance (Wii)
   - Sound proof teen space

6. **Do your friends use the library? If yes, for what purpose? If no, do you know why not?**
   - Yes
   - Libraries are for nerds
   - Friends go to other libraries
   - Loses books
   - Transportation is a problem
   - Return Boxes around town
   - Friends work in the library

7. **How do you find out about services and programs that the library offers?**
   - ATAC
   - Mail
   - Emails
   - Come to the Library
   - Anne randomly stops me
   - Announce at school
   - Twitter (not used much)
   - Suggest a Facebook site

8. **If you could design your ideal library, what would you do differently than what the current Athol Public Library does?**
   - Teen space bigger
   - New library (movie theater; new books; 3 floors (one for teens)
   - Make it more colorful (paint it bright!) Too much white
   - Extend the hours
   - More computers
   - More laptops
   - Mobile lab
   - Computers on wheels
   - Computer class
   - Promote every service, so they know about laptops and other services
   - Bigger cooking area
   - Cooking classes
   - Separate rooms for different services
   - Daycare downstairs
   - People to help people & kids
   - Playroom
   - Assistance watching kids while adults select materials
   - Able to eat food
   - Snackbar
Better event room
Study hall/place to do your homework
Kiddie playground
Be able to use cell phones in the library without getting in trouble
ATAC would be able to buy CDs, DVDs, Books…unlimited credit card

All Responses from Staff

1. **How could the Library improve?**
   - More hours
   - Less clutter
   - More shelves
   - More space
   - More effective signage
   - Smaller group areas
   - Study areas
   - Quiet areas
   - Areas that permit noise
   - More space
   - Storage space
   - Joining C/W MARS
   - Work areas not accessible to the public
   - Staff bathrooms
   - Security-personal items need more secure location (public comes into “our” workspace
   - Double wide stacks/handicapped accommodations
   - Handicapped accessibility (computers; less clutter, so handicapped can get around use services and browse)
   - Better climate control
   - Security for archives and the collection
   - Staff room separate from work space
   - More work space for pages, etc. to have
   - Large Main Desk area (2 desks & 2 small telephones, chairs to occasionally sit down.
   - Standing height workstations in the back
   - Better storage for the collection items (DVDs; CDs, etc.)
   - Circular public computer area
   - (Be easier for staff to monitor & help)
   - Parking lot
   - Better reading area for those who come in to read paper or other things
   - Designated food area
   - Fax machine for the public to use
   - Projector Room in addition to Activity Room
   - More space for everything!
   - With more space, still need expansion space.
   - More janitorial service
   - Steady consistent funding

2. **In your view, and based on your experience, how have the expectations of the public changed over recent years?**
   - More demanding
   - Want things yesterday
   - Free and Fast!
   - It’s not just about books anymore
   - Social network capabilities
   - No fines
   - More computers
   - No restrictions on computer use
   - Respect is less than it once was; little respect for staff
Less comfortable waiting for ILL
Unwilling to bring materials back
Don’t trust us to call; Don’t pick up items on time
Expectation is that staff can do everything
Lot more expectation that the library staff is here to entertain rather than educate
Customers have become less respectful of each other
They use the library more
Less intimidated by staff
They know more about what the library can get
More aware of all that the library staff can do
Able to get things for free that once cost money
Know what’s available, still expect staff to do it for them
Expect DVDs in better condition
Less people use the computer catalog than the card catalog (upstairs)
In children’s room, people use the computer catalog more than the card catalog
1st or 2nd graders now use the catalog
Expect the newest and the latest (esp. DVDs)
Tend to believe the Internet over the Reference section
Disconnect between funding and services
Share how nice patrons & how grateful they can be
Change of hours didn’t result in new patrons
Changing hours makes it hard for people to remember
Don’t respect closing hours (“They think it’s a suggestion”)

3. In your view are you given enough training and support to deal with the customers?

   Yes
   More staff sharing time
   Depends on who you are
   People-person helps
   Training not for dealing with customers (video???)
   Staff Manual is given when staff start
   Support from older people
   Less training?
   Regional training not available for younger members
   Workshops at time evening workers could take advantage
   Training area for online course
   Sometimes bugs are not worked out for online users
   No person is in charge of training
   “Dorothy” was a detailed trainer, now inconsistent, trained by person leaving
   On the plus side not a high rate of turnover
   Longevity makes for good training
   Time is spent on using the computer system, but not enough on dealing with patrons
   You can’t be prepared for everything!
   Good pool to pick from when hiring & good student workers

4. What things do you feel would improve the delivery of library services to the public?

   More space for activities/ programs
   Better DVD system
   More computer classes, but no one to teach
   Better book sale area
   Spend more time working with the patrons; telling people how to set up an account & place holds, renew, (Things that they could do on their own)
   More hours
   More space
   Less clutter when you step in the door
   More ways to display things in a more inviting way
More parking
Drive through
Banking booth
Get a RED Box (DVDs)
Space for an instructional sign
Inform people where to get a C/W MARS card
More dependable newspaper advertising
Make behavioral expectations clear, so that patrons respect each other (talk on cell phones; let babies cry while on computer; ignore kids while using computer
Area is inconvenient for using computers, etc. for people with children
People expect personal assistance on the computer

5. What do you think we provide that we no longer need to?
   VHS… Weed… Don’t add
   Handicapped can’t handle the DVD (Reason for keeping VHS)
   Audio Books on tape (cassettes)
   Reference now circulating (minimized)
   Mass. General Law
   Typewriters

6. What do you see as the biggest challenges the library faces in the next 3-5 years?
   Keeping up with technology
   Space
   Funding
   Adequate staffing
   Staying valuable to all the groups of people
   Staying valuable vs. what people can look up at home
   Keeping programs that appeal to a wide audience

7. As a staff member how would you like to be involved in shaping library services, programs and policies?
   Already are involved
   Director keeps up to date
   Staff can add to policy change
   Policy changes reflect staff input

All responses from Library Trustees and other Town Officials

1. When someone says Athol Public Library, what do you think of?
   Community
   Books
   Cultural Center
   Key component to a well balanced community
   Versatility
   Place for all kinds of things go on for all kinds of people
   Deb Blanchard
   Very devoted staff
   Quality
   Opportunities for the community
   Too little space for the needs of the community
   Good programs
   Important for youth
   Used by youth
   Used by children
   Comfortable place to come for all ages
   Well used place: Lined up at the door before opening
Public access computers
Internet access
For visitors as well as residents
Accommodate difficult situations
Delivery to the elderly
Interlibrary loan
Safe community space
Summer Meal program (grant program)
Library open to whatever can help community, esp children
Reach children & improve lives with food program
Open to all possibilities of service
Youth employment
Tax abatement for senior work program
Wonderful volunteer program
Limited budget
Renovation and addition in near future
Current website information

2. **Aside from using the Library, where do you go for information?**
   - Books
   - Internet
   - Newspapers
   - Periodicals
   - Websites
   - People
   - Library Staff
   - “The Source”
   - Agencies
   - Specialist (doctor, lawyer)
   - Police Department
   - Fire Department
   - Town Hall
   - David – Town Manager
   - Email
   - Ask the kids
   - Facebook
   - Cell phone
   - Schools
   - Internet but does not replace the importance of the public library system

3. **How could the Library improve?**
   - Space…lots of space…
   - Larger staff
   - Open more hours
   - Assistant librarian
   - Saturday hours
   - Larger budget
   - More & newer books
   - Additional computers for the public
   - Larger space for teens
   - More space for other groups
   - More meeting rooms
   - Private areas
   - Offices for staff
Enroll partners to meet goals:

- Library partners
- Town departments
- Increase support base to promote goals
- YMCA/Library

Regionalize Libraries (explained that the opposite was happening, but it was suggested that libraries pair up like regional school systems)

- Expand handicapped accessibility
- Expand flexible and different types of programs
- Education (computer classes) programs restored
- Business partnerships
- Grants and Foundation support
- School Systems and Library Cooperation

4. What do you see as the biggest challenges the library faces in the next 3-5 years? And, how can the Library overcome these challenges?

Funding is the biggest challenge.

Ideas to get more money:

- More Grant applications
- Lobby for change of committee members or attitudes that serve on the Finance Committee
- Begging in the streets
- Volunteer services (limited by staff supervisors and abilities of volunteers)
- State Funding (Changes in laws that would make regionalization easier & change the exact percentage requirement)
- Seek Federal Funding
- Fundraising events
  - “Let’s make a deal” with Dunkin’ Donuts (partner)(change men’s room into the donut shop)
  - Friends of the Library
  - Win the lottery

Funding the Expansion is the second major challenge

Ideas for funding the expansion:

- Town support
- USDA grant
- Green Communities Grant
- State Library Construction Funding (MBLC)
- Private donors
- Capital Campaign (competing with a “zillion others”/ non-competing)
- Threaten closing (vs. working cooperatively
- Gambling opportunity
- Bingo Night once a week
- Spaghetti Suppers
- Dinner every night of the week (support different departments)
- Selling men (auction their services)
- Goods & Services Auctions (different angle from the AOTV)

Keeping Certification was seen as the third biggest challenge

Encourage State to loosen rules
- Explain to local officials how the rules help to strengthen the library
- Overall money increase
- In the absence of the present Central Regional Library
- System more burden will now be on the town budget
- Work with the state legislators
- Perhaps supply an extra currier system
- Pool money from area libraries to pay for workshops
- Find advocates for libraries & ask them to step forward
Serving non-certified library users from other communities within the library also is a perceived challenge.

Encourage community to assist with services in Athol.

Send Carol to all of the Town Meetings to advocate for library support of Athol PL.

Finding a way to open longer hours & weekends is a challenge.

Assistant Director position; then open weekends (Trustee Priority).

Business Partnership to fund every other Saturdays.

Finding resources to fund Assistant Director position is a challenge.

Private funding?? & explore state and legal ramifications.

Ask the town manager to put in budget.

Encourage an altruistic community volunteer with an MLS and a computer degree to volunteer.

Other Challenges:

Changing needs of citizens (ever-changing needs of community requires library to change to meet their needs.

Providing enough DVDs; Computers; Electronic Books.

Additional staff.

Trained staff (tech training).

5. Thinking of the variety of town services offered to Athol residents, what value or role does the Library have?

Information Resource.

Education.

Dissemination.

Resource.

Community Center.

Training Facility.

Computer & Internet access for the community.

Safe gathering place.

Job finding assistance.

Value to youth (teens).

Programming for teens.

Young for the school research needed to fulfill the educational needs for their future.

Elderly to allow them the facility to keep their minds sharp.

Directions & public information.

Notary Service.

More accessible than Town Hall.

Fax Services.

Consistently open.

Friendly place in Town.

Extraordinary staff.

6. How important is it to have the library in the town center?

Extremely.

Library is the center of the town.

Convenient.

On the bus line.

Across the street to the YMCA.

Destination location along with other places in downtown area.

Convenient to group.

Green Community.

Location in center of town is important for LEED certification.

Ten businesses within a ½ mile is suggested by LEEDS.

Keeps the Downtown area vibrant.

7. How much community support is there for the Library?

There is more support when there is matching support from other sources than town money.
Long sigh! (People can only afford “so much”)
A lot of support
Moral support although not financial
Not sure that the town would not support if faced with decertification; closing, etc.
There are non-users in the town and on the finance committee
Beginning to wane due to competition from electronic media

All Responses from Users

1. **When someone says Athol Public Library, what do you think of?**
   A gem in our community
   Excellent resource
   Small
   Doesn’t have a large collection
   Good choice of books
   Affiliated with other libraries
   Interlibrary Loan
   Pleasant atmosphere
   Peaceful
   Everyone is very helpful
   Wonderful staff
   They really do what a library should do
   Go out of their way
   Never had difficulty with personnel
   Courteous staff
   Extremely helpful
   Feeling of the “fifties” – wonderfully old-fashioned
   Hometown
   Not “in your face”
   Not blaring music/technology overload
   Old fashioned in the way that the world used to be
   Comfortable atmosphere
   Community Center
   Resource Center
   Place to get books
   Welcoming & Joining opportunity
   Information
   Vibrant
   Useful
   Multi-generational
   Needed
   Service to the community
   Friendly service
   Interesting Programs
   Comfortable place to ask a question
   Internet connection
   Find material
   Fast service
   Tax service
   Offered to everyone
   Staff will get back to you with an answer to question
   Interlibrary Loan
   If it’s not here they get it & fast!
   Order if they can’t ILL
   Learning opportunities
   Variety of programming
Different groups & opportunities (Prom Gowns)
New technologies
Facilities for meetings
Lots of teen activities
Children’s activities (storytimes & casual play group)
Summer Reading
Winter Reading
Reading Buddies
Community Reading Day (School & Library Cooperation)
On the Same Page- Early nineteen hundreds discussion/Mass author
Most valuable service in town
Most valuable building in town

2. Aside from using the Library, where do you find the information you need?
   Google
   Dictionary
   Internet
   Look through old book stores
   Antiquarian book stores for local history
   NPR
   Newspaper
   Radio
   News Magazines
   Television
   Speakers that speak to certain issues
   Professionals (accountants, physicians, etc.)
   Locker Room at the Y
   Friends
   Church
   People

3. Do you see the library as having a role in strengthening the sense of community in Athol?
   Absolutely, positively (Note that this was the first response of both library users groups!)
   Brings people together in groups that might not necessarily group on their own
   Neutral location
   Inviting location
   People can meet people that are different
   Staff helps to welcome different people (people of all walks of life, nationalities, etc.)
   Social aspect
   There for a resource on Town projects (municipality & groups)
   Try to improve town
   Local staffing helps the sense of community…Staff are part of the community
   Competent staff
   Welcoming/Opening their door to Y groups and others
   Collaboration/Networking with other town groups
   Young people do not value books; they value what comes from handheld devices
   Offers alternative to technology…towards reading
   Elderly gather to read materials that they can’t afford and then go to gathering places (lunch, etc.)
   Coupons
   Talks in the library-chance to get together
   School children learn local history
   Tax lady for elderly
   Anne Teen Program welcomes this group of upcoming generation and involving them (ATAC)

4. How important is it to have the library in the town center?
   Extremely
Crucial
Within walking distance of elderly housing
Sufficient parking in the center of town
Part of the fabric of community where we show “it” with pride
Center of town brings people in...with other destination locations
Saves gas to make one trip to go to the library and do another errand downtown
Makes it readily accessible to people
Holds the community together in a physical sense
Adds vibrancy to the Town with the Library in the Center
People see it as they drive through
Place where people come to spend hours to read and to socialize “downtown”
Keeps businesses in the center of town
One of many destination places in the center of town
We love our old building

5. What are the top reasons you come to the library?
   Like to read books
   Love to read
   Atmosphere
   Nice collection of atlases; topographic maps
   Book groups
   Magazines
   Books
   Videos
   Talk to the Staff
   To be a part of the Town
   Classes/Speakers
   Bring grandkids to play
   Get things to keep the grandkids entertained
   Museum passes
   Christmas open house
   Because the staff is always trying to do things & get things to bring in more people and for the community enjoyment
   Hear authors when they visit

6. Are there any services/programs not now offered by the library which you think the library should provide?
   Open Saturday mornings
   All day Saturday would be nice
   Disappointing that it is not open on Saturday
   More hours
   Saturday hours
   Computer classes (Excel & Other software)
   Computer Classes on the beginner level/specific need
   Training for different levels of computer skills
   Offer classes on diverse group of beginners
   Major entertainment for the elderly without cars
   Finding ways to add more staff
   Add Poetry Group/Yoga to things the library does

7. Do you feel the Library promotes/markets/publicizes its services effectively?
   Yes, uses the following methods:
     Website
     New books in the newspaper (Athol Daily News)
     Giant banners/signs
     Local television station
Newspaper coverage in small town is shared by different groups
Flyers & publicity
Advertising on the Internet
Newsletters go to the Friends
On Twitter & other social networking, Facebook
For a small library they do pretty well
Write-ups after the programs
Photos
Work with the schools / promote reading for schools
Increase use of the library in recent years due to the economy could be publicized to promote the value of the library

8. If you could design your ideal library, what would you do differently than what the current Athol Public Library does?

Comfortable seating
More shelf space for books
More and sturdier stepstools
Less clutter in the history corner
Would hate to see a modern building with contemporary furniture
Want the library to reflect childhood memories of the 1950s (this is a time when parents read to children and that is what would be nice to encourage)
Needs more shelf space
Like to get more books in the library vs. Interlibrary Loaning
More historical, non-fiction
More medical books with new concepts
Balanced collection of political thought
More computers
Library should be for serving the community, including student needs
Stay open later than 5:30 (especially for workers and those who commute out of town)
More volunteers to keep the library open
More parking space
Need more open facility
More modern facility
An addition
Technically up-to-date
Better financed
Bigger
Adequate staff
Adequate hours
Lot more storage space
Community space – So that there are no conflicts with Activity Room
This old building updated
Opening up spaces
Ability to stay open with more hours
Dedicated funds that cannot be handled by other departments/or the town
Plans for a new addition
An up and out addition
Green expansion
Create a political environment that is pro-library
Zip up the apathy
Or a new library but central
Bit of nostalgia about old bookcase
Fireplace
A new site would solve problems of lack of land and parking & other constraints
Preserve the sense of history of the Town’s affluent past
Reuse what is already here
A room for teens to congregate
A place to socialize
Living Room atmosphere
MORE ROOM!!!
A room just with a TV for programs
Computer use room
Librarians’ office space would be 40 times bigger
More storage
ATHOL PUBLIC LIBRARY COMMUNITY SURVEY

CONDUCTED MAY 2010

*Tabulated by Enil Alicia*

1). How often do you or members of your family use the library?
   - Weekly – 66%
   - Monthly – 18%
   - Several times a year – 11.5%
   - Once a year – 2%
   - Never – 15%
   - N/A – 1%

2). Who are you?
   - Male – 19%
   - Female – 80%
   - N/A – 1%

   **Marital Status:**
   - Married – 43.5%
   - Single – 43.5%
   - N/A – 13%

   **Number of Children at Home:**
   - 0 – 18.5%
   - 1 – 16%
   - 2 – 8%
   - 3 – 4%
   - 4+ – 5.5%
   - N/A – 48%

   **Number of Year in Athol:**
   - 0-5 – 17%
   - 6-10 – 14%
   - 11-15 – 2%
   - 16-20 – 4%
   - 21-25 – 8%
   - 26-30 – 7%
   - 31-35 – 1.5%
   - 36-40 – 8%
   - 41+ – 12.5%
   - N/A – 26%

   **Employment Status:**
   - Employed – 22.5%
   - Self Employed – 1.5%
   - Unemployed – 1%
   - Retired – 5.5%
   - N/A – 69.5%
Age Group:
Below 12 – 4.5%
12-19 – 4.5%
20-34 – 8%
35-60 – 37%
60+ – 38%
N/A – 8%

3). When is it most convenient for you to use the library?
   Weekday mornings – 26.5%
   Weekday afternoons – 31%
   Weekday evenings – 13%
   Saturday mornings – 16%
   Saturday afternoons – 8%
   Sunday afternoons – 4%
   N/A – 1%

4). Do the hours of the library serve your needs?
   Yes – 83%
   No – 15%
   N/A – 2%

5). What do you feel are the best hours for children's programs?
   After school – 27%
   Weekday mornings – 9%
   Vacation weeks – 39%
   Saturday – 12%
   N/A – 13%

6). How would you rate CHILDREN'S services?
   Excellent – 43%
   Good – 20%
   Fair – 1%
   N/A – 36%

7). How would you rate YOUNG ADULT services?
   Excellent – 37%
   Good – 23%
   Fair – 3%
   N/A – 37%

8). How would you rate ADULT services?
   Excellent – 64%
   Good – 25%
   Fair – 6%
   Poor – 0%
N/A – 5%

9). Do you use the telephone to obtain library services?

Yes – 50%
No – 45%
N/A – 5%

10). Have you used the library website?

Yes – 58%
No – 40%
N/A – 2%

11). Have you noticed publicity in any newspaper in the last year?

Yes – 73%
No – 22%
N/A – 5%

12). How often do you use the library computers?

Daily – 9%
Weekly – 15%
Monthly – 16%
Never – 58%
N/A – 2%

13). Did you know that the Athol public library is a member of the REGIONAL LIBRARY SYSTEM and you can borrow materials from any MA library?

Yes – 91%
No – 7%
N/A – 2%

14). Do you use the library for any of these REGIONAL SERVICES?

Interlibrary Loan – 53%
Talking Books – 6%
Patron Placed Holds – 21%
Other (List on bottom) – 2%
No – 1%
N/A – 17%

Other: C/WMARS

15). The library personnel are helpful to me.

Always – 88%
Usually – 6%
Seldom – 0%
Never – 0%
Don’t use the library – 1%
16). Why do you use the library?

a. Borrow books/materials – 26%
   b. Locate information – 15%
   c. Borrow videos/DVD’s – 18%
   d. Study/quiet place – 5%
   e. Computers/Internet – 8%
   f. Children services – 6%
   g. Young adult services – 3%
   h. For school – 3%
   i. For my job – 4%
   j. Programs – 9%
   k. Other – 2%
   l. N/A – 1%

Other:
   1. Pleasure
   2. Copy/Fax
   3. System Placed Holds
   4. Notary Service
   5. Genealogy
   6. Research
   7. WSJ
   8. Archives
   9. Cert Training II
   10. News

17). If you don't use the library, can you tell us why?

a. Hours inconvenient – 7%
   b. Can't get there – 0%
   c. Can't see to read – 0%
   d. Had a bad experience – 0%
   e. Don't know how to use the library – 0%
   f. Use another library – 3%
   g. Buy my own books – 1%
   h. Can't remember to return materials – 1%
   i. Don't have what I want – 1%
   j. Other (List on bottom) – 1%
   k. N/A – 86%

Other: Can't read a book fast enough to return it on time. Memory loss.

18). Considering the growth, should the library facilities be expanded?

Yes – 67%
No – 3%
Unsure – 16%
N/A – 14%

19). How important is it to have the library in the town center?

Very important – 67%
Important – 14%
Not Important – 5%
N/A – 14%

20). Would you support a debt exclusion, or a long term bonding for this purpose?

Yes – 41%
No – 7%
Need more info – 37%
N/A – 15%

Comments:
- Need Saturday Hours
- Saturday AM hours would help.
- Activities at no cost.
- There are times I cannot make it to the library during these hours.
- Sometimes you have purchased books on my request and that is wonderful.
- I appreciate the delivery service of large print books/wonderful service.
- Could be improved with Saturday hours.
- I find that the Orange Library can often get me materials that Athol cannot.