

# Library Building Questionnaire

This questionnaire should be completed by library staff who use the building regularly.

## General

### Facts and Figures

- Is this a:
  - New building
  - ✗ Previously renovated library
  - Addition/renovation
  - Conversion from another building type
  
- Original building date and dates of any major renovations and/or additions: **.1900/1988**
- Gross building area: **14,025 sq feet**
- Number of floors: **.3**
- Service population: **14,982**
  - Service population is a term used in the Wisconsin Public Library Standards ([http://pld.dpi.wi.gov/pld\\_standard](http://pld.dpi.wi.gov/pld_standard)) to indicate the number of people served by the library, including those within its municipal boundaries and an estimate of nonresidents. See the Wisconsin standards document or [http://guides.mblc.state.ma.us/building\\_program\\_servicepopulation](http://guides.mblc.state.ma.us/building_program_servicepopulation) for several methods of calculation.
- Staff FTE: **13.74 + 1 FTE custodian (paid from Facilities Dept)**
- Print/AV collection size: **.106,967**
- Seats: **156**

Number of seats in all areas:						
<b>14</b>	<b>10</b>	<b>10</b>	<b>40</b>	<b>0</b>	<b>60</b>	<b>22</b>
Staff workstations	Fixed public computer stations	Study carrels	Table seating	Group/quiet study	Meeting/program seats	Lounge seats

### Location

- Is the library conveniently located for library users? **While it is centrally located in town, the library's location at the center of a congested traffic area, makes access to the library very difficult for many people, especially in early morning and late afternoon.**
- Did the shape of the site influence the building organization in a positive or negative way? **Yes, the site has a strange site in the midst of wetlands, underground streams,**

*adjacent to the historic district, in the center of traffic congestion that cumulatively have a negative effect on operation.*

- Is the building well oriented in terms of natural light, noise and climate? *The library rotunda is south-facing providing some pleasant natural light. The windows of 1987 addition also provide some nice natural light in certain areas, but not enough to illuminate certain corners.*
- Are there any site problems (drainage, contamination, erosion, traffic, etc) *.major!*
- Is the landscaping appropriate and well maintained? *.adequate, could be improved*
- Notes about the location: *The property is very close to an extremely busy intersection of two state roads (126 and 27) and one federal route (20). It is backed by protected wetlands that frequently rise to flood the parking lot. In recent memory, the ground floor of the building was completely flooded and the entire library had to be closed for 4 1/2 months.*

### **Convenience & Visibility**

- Is the library convenient to public transportation? *.none*
- Is the library accessible for pedestrians? *There is a sidewalk on one side of the road on which it is located.*
- Are there enough parking spaces? *.no. We often run out of space during programs.*
- Are there enough secure bicycle racks? *.yes*
- Is there a public address system? If so, how effective is it? *.yes. Not very effective, doesn't reach entire building*
- Is there an effective signage system? *.neither effective nor professional*
- Is the signage multilingual? *.no*
- Notes about convenience & visibility: *While the library is located conveniently and visibly in the center of town, the very bad traffic patterns and congestion at the entrance/exit to the building make it problematic for people to use the library at certain times of day, especially during rush hour. Exiting the parking lot is difficult and even dangerous.*

### **Accessibility**

- Are there enough accessible parking spaces? *We have 2. Not sure that is enough.*
- Are there physical barriers for users and/or staff entering the library? *.yes*
- Are there physical barriers for users and/or staff within the library? *.yes*
- Are there parts of the building that are inaccessible to the disabled? If so, what areas and where are they? *.yes*
- Has the building been designed to enable the autonomy of disabled users? *.no*
- Does the furniture impede or reduce the mobility of users? *.yes*
- Notes about accessibility: *.The building has 2 public entrances, 1 staff, with 2 additional emergency only exits. The traditional front entrance facing the main street has exterior steps, with an additional step inside. It is approachable by sidewalk, though access from the parking lot is blocked by a wall, fence and hedge. The side*

*(parking lot) entrance has an extremely heavy door, sometimes prone to sticking during humid conditions. It is not easy for able-bodied adults to open. It is impossible for your children, the frail elderly, or anyone in a wheelchair or on crutches to open unassisted.*

### **Sustainability**

- Does the shape and orientation of the building support energy efficiency? **.no**
- What renewable energy methods, such as geothermal, solar or wind power, are employed? **.none**
- Are there passive energy saving devices such as light regulators **no**, occupation sensors **no**, computer cutoff systems, etc? **.none known**
- Are there passive water saving devices such as automatic toilets **.no** and self-closing taps **.no**
- Is the use of natural light and ventilation optimized? **.no. Some areas of building have little to no natural light. Some windows don't open.**
- Are there any other sustainable features? **None known.**
- Notes about sustainability: ***When the building was built 115 years ago, sustainability wasn't considered much. The 1987 addition predated most of these considerations also.***

### **Safety & Security**

- Does the building have safety or vandalism problems? **.no**
- Does the library employ security staff? **.no**
- Is there a system of security cameras in place? **.no**
- Does the library have an electronic or RFID theft detection system? **.no**
- Does the building have a security alarm? **.yes**
- Are there external areas such as a Reading Garden or outdoor play space that are considered part of the library? Are users able to enter them without going through a security access point? **.no**
- Are emergency exits clearly visible and clutter-free? **.no**
- Does the building have a sprinkler system? **.no**
- Does the library have a fire/emergency alarm system? **.yes**
- Are the fire extinguishers up to code and inspected regularly? **yes**
- Notes about safety & security: ***Single staff members working in the Children's Room are pretty isolated from other areas of the building. The meeting room is not monitored by staff as much as it should be and people often go in there and shut the door to study. We have no security cameras to monitor what is going on behind closed doors in the stacks and study areas on the mezzanine.***

## Flexibility

- Are spaces flexible enough to allow for change? *no*
- What services does the building prevent or limit? *Private and group study is not possible.*
- Is it possible to expand or add on to the building at a future date? *.limited by wetlands & historic district*
- Is it possible to lock off a portion of the building for use outside of library hours (multipurpose room, classrooms, washrooms, etc)? *.no. There is no separate entrance/exit for these areas.*
- Notes about flexibility: The historic building was not build with flexibility in mind. The spaces are not easily re-purposed. *We have very limited meeting room space (1), spaces for tutoring, storage, and deliveries*

## Building

### Materials

- Are the building materials appropriate for the New England climate? *.yes*
- Are the materials designed to stand up to heavy public use? *.yes*
  - Exterior Walls
- Is the exterior material appropriate for the surroundings? *.yes*
  - Are there any cracks or leaks in the walls? *.yes*
  - Does the exterior need painting? *.yes*
  - Roof
    - Are there any leaks or other roof problems? *.not at the moment*
    - Are there any leaky skylights? *.no*
    - Are any problems with ice dams or unsafe snow shedding? *.no*
  - Doors & Windows
    - Do the doors or windows leak? *.yes*
    - Are the windows double- or triple-pane glass? *.no*
    - Does the library have enough natural light? *.yes*
    - Is the collection being damaged by sunlight? *.unknown*
    - Is there too much glare on computer screens? *.in places*
    - Are there sun-excluding materials such as overhangs, blinds, louvers, or curtains? *.in part* Are the windows tinted or is special glass used on the west and south sides? *.not known*
    - Do windows and doors allow penetration of heat in summer and cold in winter? *.yes*
    - Are the windows operable? *.most* Do they have screens? *.some* Can they be locked? *.yes*
    - Flooring
      - What kind of flooring is used at the entrance? *.vinyl* Can it handle tracked-in dirt, water and snow? *.yes*
      - Are the ramps and stairs floored in a non-slip surface? *.in part*

- What flooring is used in the main public areas? *.carpet* Is it durable and easy to clean and maintain? *.yes*
  - If carpet is installed, what is its age and condition? *.New, low grade*
  - Are there access hatches in the floor? *.no* Are they easy to use? If an access hatch is located in a public area, is it covered and/or locked?
- Walls
  - What is the finish of the interior walls? *.painted sheetrock/plaster*
  - Are there any apparent cracks or leaks? *.yes*
- Ceilings
  - Is the ceiling suspended *.lower level* or fixed *.upper level*?
  - What is the condition of the ceiling? *.good*
  - Is any water damage apparent? *.in places*
- Notes about building materials:

### Structure

- Does the floor sag in spots? *.no* Are there soft spots? *.no*
- Does the floor shake or bounce when walked on? *.no*
- Is the foundation damaged in any way (cracks, crumbling)? *.no*
- Is there a crawlspace or basement? If so, is there any flooding or leaking? *.no. Lower level has had at least 1 significant flood, seasonal leaking problem in Children's room*
- Is there a musty or moldy smell anywhere in the building? *.Elevator*
- Are there other unpleasant smells? *.urine in wall to wall carpet children's room*
- Have insects or other pests been found in the roof, walls or basement? *.ants, bees*
- Notes about structural elements: *The ceiling in the historic building is somewhat deflected due to major structural problems in the attic, which were repaired by installing steel supports in the attic about 10 years ago.*

### HVAC

- What system of heating, *.forced hot air, hot water*, ventilating and air conditioning is installed? Is there one integrated system or several different systems? *.1 boiler, 4 compressors, 4 circulating units*
- How old is the HVAC system? *.27 years*
- Do users and/or staff frequently complain about the temperature? *.constantly*
- Does the HVAC system produce obtrusive noise? *.no* Is it economical and energy efficient? *.no*
- Is the HVAC system easy to maintain? *.yes* What is its maintenance record? *.reliable*
- Are the filters, ducts and/or pipes easily accessible? *.mostly, some are in attic crawlspace*
- Is the mechanical room well maintained and free of clutter? *.no. The custodian does his best considering age and condition of equipment and lack of storage space.*
- Notes about the HVAC system(s): *The oil-burning furnace is scheduled to be replaced by a more efficient gas-fired unit in the spring of 2015.*

## Electrical & Data

- Is the electrical wiring adequate for regular library operations? **.yes** Is the wiring tidy and safe? **.no, circuits are confusing, not well documented**
- Are there enough outlets to satisfy demand by users and staff, and are they located appropriately? **.no**
- Are cords stretched across walkways on a regular basis? **.no**
- Does the multipurpose room have an adequate A/V system, including audio and projection? **.The AV system is about 10 years old. It includes a projector and audio system and a videorecording studio. The audio system is not connected to the projector, but it is connected to the DVD player and program presenters can be amplified.**
- Where are servers and other network equipment located? **.In a small room connecting furnace room and elevator machinery.** Is it in a separate climate-controlled space? **.no** Is the room adequately sized for equipment & required workspace? **.no**
- Does the library have enough room to accommodate the growing data demands of staff and users? **.no**
- Does the library provide wireless internet? **.yes** If so, are there enough hubs to cover all areas? **.no**
- Is there a public address system throughout the library? **.no, public service areas only**
- Is the building wired to accommodate an emergency generator? **.no** Is there a permanent generator installed? **.no**
- Notes about the electrical system: **Electrical system was updated during the renovation of 1987, before computer technology. We do not have adequate or conveniently placed outlets for our technology environment.**
- Notes about the data delivery system: **Likewise, in 1987 when the library was renovated, there were no computers, computer networks, etc. A grossly inadequate utility closet is being used for data wiring and network server, routers, etc.**

## Lighting

- Is the artificial lighting level sufficient? **.no**
- Is there a good mix of general (high up) and task (at table or counter surface) lighting? **.no**
- Are there independent lighting controls for each area? **.most** Can they all be turned on and off from a central point? **.no**
- Are motion sensors installed in areas that aren't in constant use? **.no**
- Notes about lighting:

## Acoustics

- Do users or staff complain about noise from outside the building? **.no**
- Do users or staff complain about noise generated within the library? **.yes, sometimes about buzzing lights and sometimes about noises from the circulation desk and sometimes about noise made by small tutoring or study groups**

- Do users or staff complain about noise from adjacent rooms? *.sometimes. Our meeting room is next to the Children's Library, which can cause conflicts.*
- Are the functions within the building organized to create high-activity, moderate and quiet zones? *.no*
- Are there enough quiet rooms or areas to satisfy demand? *.no We have none* Are they quiet enough? *.no*
- Are any acoustic wall panels or other sound-absorbing materials installed? *.no*
- Are any white noise generators or sound-masking devices in use? *.no*
- Notes about acoustics: *Sound on the main level of the old historic building carries all over the top two floors due to the vaulted and domed ceiling. There are really no truly quiet areas in the building because sometimes the weird acoustics that pick up whispering and other sounds.*

### Shelving

- Is the current shelving adequate to accommodate the collection with room to grow? *.no*
- Does library staff spend a lot of time weeding and shifting collections? *.yes*
- Is there a good mix of shelving types for all materials? *.no*
- Is there enough display or face-out shelving? *.no, but we do our best*
- Is the shelving arranged in a logical pattern? *.no* Can patrons find items easily? *.no*
- Are end-panel signs easy to update? *.yes*
- Do the shelving aisles conform to ADA standards? *.no*
- Do patrons complain about items shelved too low or too high for them to reach comfortably? *.yes*
- Is compact shelving in use? If so, how is it used? *.no*
- Notes about shelving:

### Furniture & Artwork

- Is there enough furniture (seating, tables, carrels) to satisfy demand? *.no*
- Is the furniture durable, attractive and comfortable? *.for the most part, but not enough upholstered, comfortable seating*
- Is the furniture sized appropriately to the area in which it's located?
  - Does the children's library have several sizes of furniture to accommodate all ages? *.no*
  - Does the furniture fit the scale of the room? Are there tiny clusters of chairs in a huge room, or a massive board table in a cramped room? *.no*
- Are there enough dedicated display units or cases to accommodate local collections? *.no* Are they secure & located in high-traffic areas? *.no*
- Is the furniture easily cleaned and maintained? Are pieces replaceable if damaged? *.yes, but some of the custom-made furniture would be expensive to replace*
- Is the furniture and its arrangement welcoming and attractive? *.yes*
- Is there a variety of seating types? *.somewhat*

- Can users rearrange the furniture to suit their needs? *.no*
- Does the library have permanent or temporary displays of artwork? *.yes*
- Is there a hanging system installed? *.yes, in the meeting room* If so, is it secure? *.no*
- Notes about furniture:
- Notes about artwork:

## Services

### Entrance

- Is the entrance to the library visible and identifiable from both the exterior and the interior? *.no* Are there direct sightlines to a staff service point? *.no*
- Is there more than one public entrance to the building? *.yes* Are all entrances clearly visible from a regularly-staffed service point? *.no*
- Are the doors easy to open for all users? *.no! and we get lots of complaints about it*
- Is there a double door (vestibule) at the main entry? *.no*
- Are doors equipped with automatic openers? *.no*
- Is the size of the lobby or foyer adequate? *.no*
- Is the organization of the building apparent and understandable from the front entry? *.no*
- Is the library well-organized and easily navigable? *.no*
- Is movement throughout all library spaces possible with only one security access point at the entrance? *.yes, although we have two entrances and neither have any security camera or other security associated with them*
- Are stairs and elevators clearly visible from the entrance? *.1 of 2 (from side entrance only)*
- Is there an accessible and well-located book drop? *.yes 3 of them*
- Are self-check and return machines available? *.yes*
- Is there space for a community bulletin board, flyers and brochures? *.very limited*
- Notes on the entrance: *The main entrance is a cramped area on a landing with stairs leading both up and down. There is barely room for a couple of people in it and when people are waiting to use the elevator foot traffic is jammed going up or down the stairs. It is badly designed, unattractive, and unwelcoming.*

### Service points

- How many service points (staff stations in the public area) are in the library, and where are they located? *.3 adult, 2 children*
- How many self-service stations (self-check, self-copy, etc) are in the library, and where are they located? *.2 self check, 1 copier, 1 scanner*
- Is the main circulation desk sized appropriately for demand? *.yes, if it were only used as a circ. desk, but the area behind also serves as a receiving and processing space for network transfer traffic (ILL), checking in materials, and staff desk workspace. It is woefully inadequate space for the work that needs to be done there.*



- Is there a reference desk separate from the circulation desk? **.yes** If so, where is it located? **.across from circulation desk**
- Is there an information desk or kiosk separate from the circulation desk? If so, where is it located? **.no**
- Is a regularly-staffed service point located within sight of each entrance? **.no, not the main library entrance** Within sight of the restrooms? **.no**
- Is a separate service point located in the children's library? **.yes**
- Does each service point have adequate communication with other staff areas (telephone, pager, doorbell system, IM, etc.)? **.telephone**
- Notes on service points:

### Children's Library

- Is the children's library conveniently and easily accessed within the library? **No.** **Children's Room is downstairs and down a hall from the Main Entrance.** Is it adjacent to a program or multipurpose room? **Yes.**
- Is there adequate separation between the children's room or area and the main library? **Yes. Actually, it may be too separate from Main Library.**
- Is it isolated from other public areas, i.e. on its own floor? **Yes.**
- Is a family restroom located in or near the children's library? **Yes.** Is it large enough, and with a changing table? **Yes.** Is it visible from a regularly-staffed service point? **Yes. In fact, it is in back of the Children's circulation desk and, therefore, doesn't appear to be available for general public use.**
- Is there enough room for stroller parking? **No.**
- Are there furniture, decorations and collections sized & suitable for all ages? **No.** For example, are chairs of several sizes available? **No.** Are there colors and designs on the ceiling for infants? **No.** Are themes and colors reflected in furniture, finishes and equipment? **No**
- Is shelving too high for the corresponding age group? **Some of the shelving is too high.**
- Is there furniture for parents and caregivers? **No.**
- Does the children's library have specific places for different activities and noise levels? **There is a play area for preschool, but no activity space for elementary age children.**
- Is a variety of seating and work space available? **No.** Does the area allow for group work, single study, sitting on the floor, and quiet reading/study? **No space for group work or single study for elementary age children. There is a comfy bean bag chair for sitting on the floor.**
- Is a self-check machine, of an appropriate height, located in the children's library? **Yes.**
- Is there a separate storytime room? **No.** Is it too large or too small for demand? Is it located in a "pit" or sunken floor area?
- Are there reading "nooks" that are hidden from view of staff? **No.**
- Is there a separate craft/activity room? **No.** Are the walls, floors & furniture easily cleaned? **No.**

- Do storytimes and crafts/activities take place in the same area? **Yes.** Is it too large or too small? **The children's room uses the same space for crafts and storytimes. This space is the multipurpose room that the adult services department also uses for programs. The space is too large for storytimes and craft activities.** Are the surfaces easy to clean? **No.**
- Does noise from the children's library leak out into other public or staff areas? **Sometimes.** When an adult program is occurring in the adjacent shared sole program (multipurpose) room, the natural noise from the Children's Library is distracting and upsetting for people presenting programs and attending them.
- Is there enough space for displays & artwork? **No.**
- Does the children's library have its own place for community announcements and brochures? **No.**
- Notes on the children's library: **The children's room needs separate and distinct spaces and furniture for elementary age children. It also needs a craft/storytime room.**

### **Teens and Tweens**

- Is there a separate, distinct space for teens? **Yes.** For tweens? **No.**
- Are the sizes adequate for the local teen and tween populations? **No.**
- Are the spaces located appropriately within the library? **There is a separate space for teens but it is very small and too close to the study tables for adult. It is not separated from the main adult area and has no walls to contain noise or teen conversation. The area is very exposed, close to the circulation desk, amid the stacks, and adjacent to quiet study areas. Not ideal placement, but the only space we could find.**
- Do the furniture and finishes appeal to teens and tweens? **Yes, the few pieces of furniture that are there now do appeal to teens and tweens, but it is very sparse.**
- Can the shelving and displays accommodate a wide variety of formats and media? **No.**
- Do the spaces provide positive and safe environments for studying, socializing, gaming and other activities? **The space is positive and safe for studying and very quiet socializing, but not for normal teen socializing, group study, gaming, and other activities.**
- Is a variety of seating and work space available? **Not enough variety.**  
Do the areas allow for group work, single study, sitting on the floor, and quiet reading/study? **There is space for single study, sitting on the floor and quiet reading/study...but not for group work. Teens find other spaces in the library outside the teen alcove when they want to do group work.**
- Is there enough space for group programs? **No, none in the teen area.**
- Is the look and feel distinctly different from the rest of the library and from each other? **Somewhat, but mostly due to signage and more youthful furniture. It does not really feel like a space especially designed for young people.**
- Do the spaces include interactive elements and technology? **There is a computer in the teen space loaded with programs that appeal to teens. However, there are not other kinds of interactive elements currently in the teen space.**
- Is the design flexible and adaptable? **No.**
- Are the finishes and materials highly durable and resistant to graffiti? **No.**

- Does noise from the teen/tween areas leak out into other public or staff areas? *Yes.*
- Notes on the teen and tween areas: *The dedicated teen space upstairs is small but teens appreciate finally having their own space in the library. It would be better if we could give the teens more space, and a space that is further from quiet adult study areas. It would also be better if the library had a space for tweens, either as a part of the teen area or as a separate area in the children's room.*

### Specialized Areas

- Quiet Rooms
  - Are there enough group study rooms for the demand? *.no*
  - Is there a "quiet" or "silent" room with a variety of seating options? *.no*
- Meeting Rooms
  - Does the library have a meeting or conference room? *.1* How many people does it accommodate? *60*
  - Are there restrooms *.yes* and a kitchenette adjacent to the meeting room *.yes, a galley kitchen in the room itself*
  - Can the meeting room and restrooms be locked off for after-hours use? *.no, The building was not designed in this way. There is no way to truly secure the rest of the building and make the meeting room and restrooms available as the elevator is not secure. Therefore, we cannot give access to the meeting rooms after hours.*
- Local History
  - Does the Local History collection have a separate room? *.no, we have a "cage"*
  - Is there an archive? Is it climate-controlled? *.no*
  - Is the room or area equipped with study tables and space for equipment? *.no*
  - Are there enough display cases and secure shelving for the collection? *.no*
  - Is there a separate service point in this area? *.no*
  - Can the area be adequately supervised? *.no*
- Notes on these or other specialized areas:

### Restrooms

- Are there enough public toilets? *.no, none of the main level of the building where most of the people are*
- Are the restrooms well-located for convenience and visibility? *.no*
- Are they ADA-accessible? *.yes*
- Is vandalism a problem? *.no*
- Is all the equipment (soap dispensers, hand blowers, paper towel dispensers, toilet paper holders, etc) well maintained? *.yes*
- Are the fixtures, pipes and drains in good order? *.yes*
- Are the fixtures and porcelain stained or chipped? *.no*

- Is there an unpleasant odor? *.yes, in the men's room, although we constantly try to combat this*
- What finish materials were used? *.ceramic tile and porcelain fixtures* Are they easily cleaned and maintained? *.yes*
- Is a water fountain located adjacent to the restrooms? *.yes, but the restrooms are in the basement, not on the main level, so most users have to walk downstairs to get a drink or use the bathroom.*
- Notes on restrooms:

### **Staff & Delivery Areas**

- Are back-of-house areas properly located to maximize efficiency? *.no*
- Are staff areas flexible and large enough to accommodate the current staffing load as well as future projections? *.no*
- Is a staff lounge with separate restroom, kitchen and seating provided? *.yes* Is this room used as staff or volunteer workspace at times? *.no*
- Are workstations ergonomic and functional? *.no*
- Do staff areas provide natural lighting? *.no*
- Is there a separate staff or delivery entrance that provides easy, level access? *.no, there is a separate staff entrance, but no delivery entrance and no dock. Deliveries are made by carrying piles of boxes and/or book bins through the main door and riding the elevator to the appropriate level.*
- How are deliveries handled? Is there adequate space for bins and boxes and room to process them? *.Interlibrary loan items come in through side entrance in crates on handcarts, are brought from ground level to main level via elevator and stored/processed in head of circulation's office. Purchased books, AV, etc., and equipment come in through side entrance in boxes on handcarts, are brought from ground level to basement via elevator and stored/processed in Technical Services workroom.*
- Is there enough space for carts? *.no, absolutely not*
- Is designated staff parking provided? *.no* Is it adequate & located near the staff entrance? *.no, staff are encouraged to park away from the building to allow the elderly, the infirm, and young parents with children to use the closer parking spaces*
- Notes on staff areas: *.all staff areas in the building are pretty limited although the size of the staff break room isn't inadequate for the size of the current staff*
- Notes on delivery areas: *.there are really no actual loading or receiving areas in the library. All of this traffic comes through the main entrance alongside all customer traffic and can cause congestion at the landing near the elevators during delivery times.*

## Maintenance

- Is the building clean and well-maintained? *.yes, the custodian does a very good job of maintaining the building*
- Is the plumbing adequate and positioned well? *.unsure*
- Is a janitor's closet located in or near the restroom? *.no*
- Is a janitor's closet located on each floor of the building? *.no*
- Notes on maintenance: *.our current custodian does his best and keeps the building looking pretty nice*

## Conclusion

- What does your library do particularly well? *We are a friendly, service-oriented organization that strives to deliver great customer service.* How does your building contribute to your success? *The beautiful historic surroundings make the visual environment very pleasant for both our users and our staff. The open area and visual proximity of the circulation and reference desks promotes a team environment among staff members.*
- What collections, services and staff functions does your facility prohibit you from providing?
  - *We lack quiet study/meeting space for individual, small groups, and medium sized groups.*
  - *We lack designated quiet areas for reading and quiet study.*
  - *We lack a designated social area where conversation can be encouraged.*
  - *We lack designated space for teens and tweens and their collections.*
  - *We lack a space where we can effectively run technology programs.*
  - *Staff office space and work areas are egregiously small.*
  - *We must aggressively weed our collection to make room for new materials, which means withdrawing some material that might circulate.*
  - *We lack enough appropriate spaces to meet public demand for meeting space.*
  - *Our program/presentation room is too small for the size of audiences that we routinely attract.*
  - *The low ceilings in our program/presentation room mean that the presentation screen is not visible from most seats in the room.*
  - *The climate control in our program room is not on its own zone and is typically uncomfortable.*
  - *The Children's Library is too small, which means that our collection is too small for the size of our community.*
  - *The Children's Library lacks storytime and craft space.*
  - *The Children's Library lacks comfortable spaces for parent-child reading.*
  - *The Children's Library lacks appropriate play area space.*
  - *The Children's Room doesn't have space for appropriate child-appropriate furnishings for various ages.*

- *The Children's Library lacks space for children to sit and do homework.*
- *The Children's Librarian lacks space for appropriate technology use.*
- *The Children's Library stacks are too tall.*
- *There is not enough parking in out lots to accommodate the number of people who routinely attend our programs.*
- *The library location at the controlled intersection of two state roads makes it very difficult to access for much of the day, especially during rush hour when it is almost impossible to turn left out of the parking lot.*
- What building-related changes would make your library better? *Essentially enough space to remediate the above problems. And some way to remediate parking and traffic issues (impossible dream!)*
- Additional notes not covered elsewhere: