

Appendix 1 – Kickoff Meeting Notes

April 23, 2007 – Shakespeare Room, Concord Public Library

11 AM-4PM

Present

Patricia Immen, Director
Sandi Lee, Adult Services Supervisor
Inez McDermott, President of the CPL Trustees
Ruth Perencevich, Vice President of the CPL Foundation
Pam Stauffacher, Children's Services Supervisor
Matt Walsh, Capital Projects Manager for the City.
Christine Wanta, Technical Services Supervisor
J. Stewart Roberts, Architect
Nolan Lushington, Library Consultant

Timetable and Activities.

Focus Groups

Library to recruit 25-30 library user participants; Teens in separate group.
Send letter inviting pre-selected individual library users to meet about one week prior to meeting date (no relatives of staff or board).
Send a telephone reminder the day before.
Provide coffee, soda, and cookies at the meeting in the Auditorium.
Tentative date: Tuesday May 22 at 10 AM; Teen focus group at 3:30 PM
Meet with Foundation at 6 PM.

Non-users hard to reach, difficult to identify.
Could do random telephone survey; would be expensive, however.
Perhaps a survey could be distributed at shopping centers.

Individual Interviews

To be held with 8-10 community leaders, beginning afternoon of May 2 or morning of May 3. To last about 20 minutes each.
Coffee, soda, and cookies in the Shakespeare Room.
Potential interviewees: Superintendent of Schools, Town Manager, Finance Director, New Hampshire Historical Society, Chamber of Commerce, Main Street association, natural history museum, Capitol Center for the Arts, Concord Community Music School.

Tours

On May 2, hold a tour of city and visit the Penacook branch.

Trustees

Tuesday, June 5 meeting at 6 PM. Progress report by Nolan Lushington, discussion of mission and library roles.

Library Function

Meeting societal needs:

- immigrants and refugees; 35 languages spoken
- Second Start program for English language learners
- Law school international students
- Lutheran social services refugee program.

The library serves as a center for recreation, education, and documenting town history, but recent report showed the library needed better archival preservation practices. Enclosed locked room not supervised by staff. (Major theft many years ago). Library stores city reports but not city archives.

Library use is heavily recreational, with computer games and e-mail use. Many residents do not have computers, so they use the library's. There is no homework helper use of electronic databases. Reference use has recently dropped from 90,000 uses per year to 60,000.

State of New Hampshire Resources

There is significant interlibrary loan activity, but no statewide library card or reciprocal borrowing. Out-of-city users must pay \$95 for library card. No state support for public library operation or construction.

Kresge foundation might help fund improvements, but they will require that all trustees contribute heavily to foundation. Kresge likes to fund the last part of a fund raising campaign so they can be sure the project will succeed.

National Endowment for the Humanities funded Hartford Public Library building as part of a multi-funding application that included funding for programs, collections, and materials.

The library budget is part of the city budget. Library gets 4% of general fund (less than 2% of tax total). Likely next years budget will be minimum increase not enough to keep up with increase in staff salaries.

Branch Library

The Penacook Branch has a second floor program room that is not handicapped accessible. The Branch building is a former police station, with 2000 sq. ft on two

floors. There is no off-street parking available. It is located six miles from the Main library, near an old mill housing development.

Elementary schools

Closing and consolidating because of decreased enrollment.

Schools funded in a separate district which obtains funds from the school district, not the city.

Downtown

Discussed revival of downtown. Recent office and retail Capitol Commons building 4 blocks from library, movie theater, arts activities. Limited library parking.

Population.

Rapidly growing population up 43% since the library was last expanded in 1965. This is mostly due to an influx of commuters to Boston – Concord is at the northern edge of Boston commuter growth.

Appendix 2 – Staff Meeting Notes

Library Staff

Deborah Andersch	Melissa Gogolen
Jane Anderson	Sarah Hebert
Virginia Babczak	Linda Jones
Robbin Bailey	Sandra Lee
Sharon Bonner	Patricia Levesque
Elizabeth Broshek	Julie Marston
Kathy Brown	Sandra Michelin
Mary Anne Chapman	Patricia Muccio
Judith Chase	Donna Noelte
Patricia Cinquina	Donna Roscoe
Karen Connolly	C. Christine Sokol
Linda Devarenne	Pamela Stauffacher
George Elms	Holly Tripp
Heather Emery	Joyce Verdone
Karen Gerber	Christine Wanta
Elizabeth Giles	Carol Ann Zabrocki

May 10, 2007 -- Concord Public Library Planning Discussion

Parking is our main problem.

As technology changes there will be less reference work, but more computers for the public including wireless.

There has been no growth in collection for 30 years. Each time a book is added, one must be moved to the basement and then an additional book withdrawn from the collection.

Non-library users use the Internet or go to Borders because Borders has a cafe, comfortable seating and is open for long hours. We don't want to be like Borders because our collections represent in-depth quality not just popular stuff, but we should have coffee, comfortable seating and longer hours, because that is what people want.

We should not move to the Heights (some staff think we should). We should keep our big central location with more quality not more duplication of popular materials.

Teens don't come to the library.

We should buy more land to extend our parking lot. Elderly people cannot park easily, so they don't come.

We need group seating (2-4 people in small rooms).
We need more meeting spaces. The Shakespeare Club has priority use of the Shakespeare Room, so it is not always available.

We should be a cultural center with an improved meeting room that has handicapped access and bathrooms as well as outside access. But there is a lot of downtown competition with the Arts Center and Auditorium.

The library is only open three nights a week. People are confused as to when we are open.

Programs such as Concord Reads, book discussions and children's programs do not have good places to meet.

Only non-profits can use our meeting spaces and in addition they have to pay.

We have poor custodial support from the city. The library is dirty.

We need computer classes and tutorials.

Revive the Wishing Well to get suggestions on how the library can be improved as well as raising money.

May 31, 2007 -- Concord Public Library Service Responses Discussion

Individual Staff Assistance

Several staff members felt that the basic service the library offers is helping individuals with their information needs. For this reason the service responses, "connect to the online world" and, "learn to find, evaluate and use information: Information Literacy" were important service responses if they included an active staff role in helping users with these important and useful tasks. The role explanations as currently written do not include staff assistance as important elements in these roles.

"Promote," not "Provide"

The current library mission statement which uses the word "provide" perhaps could be changed to "promote" as a more active and accurate description of what libraries should be doing in reaching out into the community to deliver services.

Entertainment and Reading for Pleasure

An important library role is to provide users with entertainment. People enjoy reading their favorite authors of mysteries and novels and that is an important community benefit.

Viewing and Listening for Pleasure

Viewing and listening for pleasure is also an important benefit for library users.

A Welcoming Place to Stay for Awhile

The library needs to be a welcoming place to spend time, as well as a pleasurable place to stop in to "grab and go" with something that is fun to watch, hear or read. We need to make the library more comfortable for long-term users by providing comfortable chairs with reading lamps and side tables to make it seem like a living room - a place like the fireplace and chairs in the children's room entrance.

Commons

We need to make the library into a community commons so people will come here to read newspapers and magazines, have a cup of coffee, and chat with other people.

Parking Convenience

People need to feel that it is easy to find a parking place near the library or they won't come. They need to park nearby or perhaps just drive up to drop off or pick up a book.

The Library, NOT the Mall

At present, the mall is the community place where people meet one another and chat. It would be better for them if the library became the community meeting place because we can do a better job giving them useful information and helping to find free books, videos or CDs.

Early Childhood Literacy

This is a vital library role, because it helps children succeed at school and get the habit of life-long learning.

Life-Long Learning

In this role, libraries can show how they can help users with a long-term learning experience, guiding users through a series of connected books. American history buffs can read about the civil war, see the Ken Burns documentary video, listen to a biography of Lincoln, and learn about the aftermath of the reconstruction of the South.

Career and Job Assistance

Library users can find out about local and regional jobs, borrow books to help them with job tests and learn a new trade.

General Information

This role incorporates electronic as well as print information to help users evaluate the quality of what they find on Google. Librarians are conducting dozens of searches a day so they are able to help users with the daunting task of sifting their way through the masses of misleading Internet information, as well as providing the in-depth perspective of books.

New Americans

The recent focus on immigrant legislation is a clear demonstration of the importance that free libraries can play in teaching new immigrants to learn English through CDs, DVDs and books. The availability of English as a Second Language materials, as well as materials in foreign languages, makes libraries an ideal resource to help immigrants with the transition into their status as new Americans.

Staff Library Evaluations

May 2007

From Karen, Administrative Assistant

What I Like About the Building:

Shakespeare Room
Warmth of wood in paneling and displays
Look of main entrance as you walk towards it – feels like an important place
Large front window on stair landing
Sheri Crisp paintings
Children’s Room space in general – light and friendly, especially like the fireplace area
Prince Street stairwell because of windows and light
Downtown location / connection to the heart of Concord
Periodical room (except we need new seating)

What I Don’t Like About the Building:

Lower level – all aspects:

- Staff bathrooms, lunchroom and lounge – dark and old
- Staff mailbox and locker area – dark, as is the rest of the stacks
- Auditorium is cold, damp, uninviting
- Ruth May Room is too empty and removed from the rest of the library – seems awkward and not worth trying to get to
- Office/work space not well planned – space limitations or inflexibility

Too many signs – and too many of them are paper

Location of statue in periodical room

Disrepair – window well leaks, peeling and dingy paint

Circulation and Reference desks mismatched and unattractive

Parking issues for staff AND patrons

Main doors hard to open in a.m. – staff entrance would be nice

Exterior is a big gray box – wish it could look more “friendly” ??

- Banners
- Attractive standing sign
- Sculpture
- Fountain

My Work Space – Likes/Wishes:

Large and bright – love the window

Needs better flow – L-shaped workstation

Old, mismatched office furniture and carpet

More/better storage space for office supplies

Like the shelves outside our offices - wish we could make use of them in an attractive way

Appendix 3 – Interviews

May 10-11, 2007 - Concord Public Library

Doug Woodward, City Planner

There are many group quarters in Concord including state prisons, nursing homes, and a Technical Institute – this may account for the lower family income in the census tract statistics.

Lower persons per household result from half of the housing units being multi-family units. Six percent lives in mobile homes.

Concord is the largest city in New Hampshire, in area. It surrounds the Merrimack River.

Major library budget resources include a large gift from the Nelsons (most of this has been spent).

The Urban Growth Boundary – In Concord, 92% of the population lives in only 1/3 of the land area. Only 7-8% of the population lives in the 2/3 of the land outside of this Urban Growth Boundary.

The Conservation Commission actively encourages an open space plan to set aside open land to save from future development.

The library used to have a bookmobile to service this large land area.

There was a plan 25 years ago to create a Heights Branch Library, because the area has the second largest population concentration in the city. Perhaps a new Heights branch library might be part of a school or community center.

There are six planning districts, each with a community center including a swimming pool. Efforts to create a single large pool have been unsuccessful. Neighborhoods want their own community center identity, but this has never included a public library, except at Penacook, which is part of a separate school district.

Carol Bagan, Friend of the Library

Bagan has been a Friend of the Library since 1970, when she worked with the librarian to bring breast cancer information to the women of Concord. In 1975 there were 600 friends of the library.

She does NOT think that Concord needs additional library programming facilities because the Auditorium is right across the street. The Auditorium seats 850 people in a beautiful historic facility, with full facilities for concerts, shows, and programs of all kinds (a total of 100 programs a year). (She insisted that we look at the Auditorium.) The library should use the Auditorium for more of its programs. She is adamantly opposed to closing the street or to joining the library to the city hall.

Use volunteers like the Auditorium does.

A Heights branch would be a wonderful opportunity to get the library to where the people are – [we should have] centers where people come together. However, the East Side Center is too elaborate. Existing buildings like old schools should be used.

Timothy Sink, Chamber of Commerce President

Library parking is not a problem. Libraries are good places to bring kids. Libraries were never a big draw technologically. The library feels smaller as you get older. The book selection is small, but the staff can get books from elsewhere.

The Chamber is an information clearinghouse for the city. The library is also a community information center, but since the chamber created its web site calls to the chamber have dropped dramatically.

A Heights Branch might be good for kids but its good to have the big library downtown.

Library programs would be a welcome additional downtown draw.

What is really needed is a place for 16-20 year olds. They have nothing to do so they drive out to Wal-Mart. They need a homework place to study quietly and with friends.

The Public Library should have a closer relationship with the other downtown libraries, the Tuck Library at the Historical Society has a wonderful rotunda reception area for celebrations.

There is no place downtown for wine receptions since the auditorium does not permit liquor.

The library should refer users to the Tuck Library and the State Library, and share resources with those facilities.

The population is aging. Do we have a plan to help the aging population get what they need, and provide places for them to go?

May 22, 23 – Concord Public Library

Martin Gross, Former Mayor, Lawyer

In the 1970s, Concord began to realize the historical importance of the Downtown Victorian architecture. As mayor, he spearheaded the creation of Bicentennial Square, 2 parking garages, and a pocket park. In 1978, an old police station and firehouse were refitted for senior and affordable housing. He emphasizes pride of heritage. The railroad left town in the 50's and that changed everything.

The town is a moderate and easy place. The library has always had its own adherents.

Is library use very broad? It's mainly used just to get in from the cold. Is the library keeping up with changing technology? I think of the library as community storage of information, but now everyone has Internet access. What is the library's changing function in relation to technology. Is it useful? He has little respect for the "City of Villages" 20/20 vision report. It is not economically or commercially sustainable. There should be no library branches. I believe in the economy of scale (one central library). Perhaps there could be electronic branches. There is no commercial life in the villages. I have a broader idea of villages.

Christine Rath, Superintendent of Schools

The problem for the library is parking and access. People know where it is. Other satellite libraries are needed. What is the future? Downloading to MP 3 players?

Our curriculum values reading. Students select a “just right book” to read comfortably and meet with teachers to discuss the book individually. The schools will send children books in the mail (Bookflix). We want children to lose themselves in their book.

There are nine elementary schools with declining enrollments. In the future we will have four campuses in dense neighborhoods. Perhaps each campus could have a combined school and public library.

An increasing senior population needs computer instruction labs. Perhaps a walking track for seniors so they don't have to walk in the mall. Seniors would welcome book conversations and presentations. Bring in human resources. We need full time art and music teachers instead of part time ones traveling from school to school.

Liz Hager, Former Mayor, 30 Year Member of the Legislature

Loves the library. Opposes private support for the library. It should remain a public institution. It's OK for citizens to help with extras, but not for basic library services.

I loved the bookmobile for parents of young children who live hectic lives and cannot get to the library.

Neighborhood libraries would be expensive to staff and may not be open long enough, but perhaps a branch library is needed on the Heights because the poorest people who live there may not get to a downtown library, but they are the least able to lobby for a Heights Library.

The property tax burden is regressive. There is increasing competition among public services. We need a fairer income tax, but wealthy people move to New Hampshire to escape a fair tax burden for public services.

An abandoned school should be a new senior center. “City of Villages” was an accurate report. New Hampshire is fractured in services. Service boundaries do not overlap, so there are different service boundaries for schools and for other services.

She is concerned that the neighborhood idea might fracture rather than unite the city. Change is always divisive, but we can handle it.

The library should focus on what it does best. Competition distracts from good service. The library is well used, it has good hours and the place is packed.

Michael Donovan, Mayor

The library needs a new building in the downtown area. The Courthouse Study will prevent moving the courthouse out of downtown by developing other downtown courthouse sites.

The existing library building could be used to expand city hall or could be sold to the state.

The Heights would be a bad location for a library.

Keeping the street between the library and City Hall open is not important.

Retirement communities need libraries that could be supported by the city library with partnerships.

If people understand what they are getting, taxpayers will support a new library. Combined funding is needed for the new library. Getting other sources in addition to taxes.

Tom Aspell, City Manager

Has worked on improving libraries in Londonderry, NH and Haverhill, MA; realizes that a new downtown library could be an economic engine changing the nature of a neighborhood, improving property values.

Likes children's programming.

New England tends to be insular, libraries expand people's view of their world.

Concord is booming. In 1998, 80 new homes were built, now 250 homes per year are being built. Concord economy has blossomed. In 1998, 80% of people were shopping here; now, 150% shop here, so there is additional income coming into the city as well as residents. Local dollars stay local.

Concord is a regional religious center as well as a center for many private schools. It is a cultural center with the largest stage north of Boston and a new art film center in addition to the existing multiplex and independent theater.

We have an Opportunity Corridor. Three new manufacturing plants have moved in.

The library is a key piece in improving downtown. There is no Concord Museum, perhaps the library could incorporate some of that function? Last year the library was the only town department whose budget was not cut, but the library needs to work on Revenue Enhancement perhaps by sponsorships of events or special services.

June 5, 2007 - Concord Public Library

William Veroneau, Former Mayor

The Concord Public Library is an unadvertised jewel. It has lots of benefits, but they are hard to quantify. There are many daily users. People use computers. Young mothers bring their children for books every morning.

The library has spent money on infrastructure repair but much of this has come from donated funds, not from city taxes. What are the different types of expansion the library might consider? At Penacook the population is growing, but not library use.

There is a typical city budget crunch with a 4% tax cap. One of the issues is the complex financial relationship in Concord between the city funding and schools funding that are separate. This issue is fraught with contention. School students use the library but the library gets no money from the schools budget.

There have been economic gains in the city. The asset base has increased partly because of the library.

Concord citizens do not use the state library because of their hours and resource availability.

A Heights branch across the river would be viable. People living across the river do not see the present location as their library. Retirement communities could also use a Heights branch.

June 7 - Centennial Inn

Michael Pride, Concord Monitor Newspaper Editor

Does not use the library as much as he used to.

His impression is that the library is “a sleepy institution under siege”.

The Internet has cut into library reference use.

The library is meager in its outreach and programs.

The building is not open library architecture (closed stacks, dark building).

He would like to work with the library on his new project of interviewing people who served in World War 2 to coincide with the release of the new Ken Burns documentary being produced about the war.

The library should engage with people more, with writers, poets, artists.

The library could conduct a fundraising campaign, calling for local citizens and businesses to help support a library building and programming initiatives.

He recommends that the library foundation hire Betsy McNamara to run their programming and development operation.

The city has many cultural resources that the library should be collaborating with, such as the St. Paul’s School, Capitol Center for the Arts, and the Concord Music School (Kimball-Jenkins). A new two-screen art movie theater will be opening and the library could collaborate with books and programs about the movies to be shown there. The library could bring poets to the city to read such as Natasha Trethaway, the Pulitzer prize winner. (Mike is Chair of the Pulitzer Jury).

Appendix 4 – Concord Public Library Foundation Meeting Notes

May 22 - Concord Public Library

Present:

Tenley Callaghan
Veronica Collins
Lucy Comstock-Gay
Janna Cummings
Ann Dancy
Thomas Ficarra
Wendy Follansbee
Melissa Hinebauch
Patricia A. Immen
Shawn LaFrance
Megan MacMullin
Marcia Hennelly Moran, President
Ruth Perencevich
John Ransmeier
Annie Samuels
Susan Scheffer
Kristin Sullivan

The closed stacks are frustrating because we cannot browse in most of the older materials and we have to wait for the staff to deliver books.

The library should be relocated for better parking.

Get kids to come to the library by welcoming classes and giving out library cards as an event.

Open a branch library at the Heights using an old school building – a community center/library with other services as well as books.

Library users need to feel a connection to the librarians. We do not feel welcome here. We want to be inspired and loved. Perhaps the librarians do not feel supported with sufficient financial resources.

The library is not close enough to the users. We need more public programs and meetings. People are looking for meeting spots.

There should be one library no branches. Continue in this building and location.

The library has poor lighting. It has in institutional feeling, like an airport. We need detailed improvements in seating, lighting, displays.

The library has a good selection of new books.

We should create a destination library.

Appendix 5 – Focus Group Notes

May 30

6:30 PM

Present

Robert Baker	Ellen Kenny
Faye Cassidy	Jane Lyman
Pat Connors Little	Pam Marrone
Sandy Dallaire	Lisa and John Milne
Sarah Dangelas	Helen Moffat
Melissa Detwiller	Pilar Olivo
Sophia Eastley	Judith Ransmeier
Dorothy Emery	Martin Ringo
Michael Eschenbach	Tom Roy
Carlene Ferrier	Freda Spiro
Andrea and Matthew Graham-Melville	Joanne St. Hilaire
Peg Gross	Terri and Ric Tracewski
Helen Hilary M. Hayes	Sam Wasp
Jane Hunt	Timothy Woodman
Steve Hyndman	Susan Youngs
Steve Ironside	

A focus group comprised of Concord citizens met together to discuss the library. Handouts on library service responses were distributed.

Concord Library Discards

Citizens were concerned that the library collections were suffering because the shelves are full, so each time a new book is added one must be removed. Thus the collections are becoming weaker reference resources. That staff is finding it harder to select which books to throw away. However, one user was disappointed to find how old the books on bicycle repair were.

Branch on the Heights

It would be very useful to have a library branch on the Heights because people can't get to the central library very easily and they can seldom find a place to

park. Children have an especially hard time finding their way to the central library.

The Heights population is very diverse and fast-growing. Elderly people who live in the Heights could get there more easily.

The Library Building

It needs more openness, it needs to be more accessible.

Some people love the Art Deco design, but others find it to be a big gray box.

It needs more light. Perhaps an outdoor reading garden would be nice.

Director and staff need to relate to the city administration.

There is not enough cultural discussion opportunity in Concord. People should be able to meet at the library to discuss books, art and culture.

Marketing the library should be more of a staff priority, but parking is the big problem. People won't come if they can't park.

The library should be a "green" building with solar panels for heating. New Hampshire solar companies might contribute their technology to the library.

We should use local resources to improve the library.

The library fills many unusual requests but there are incredible gaps.

Getting your first library card should be an important, celebrated event.

The interlibrary loan system is a great way to get books not in the library, but too slow and its too bad we can't get media other than books by interlibrary loan. We need downloading of texts.

The staff is fantastic, very helpful in finding obscure facts. Downstairs staff is great. The books are good quality.

I like the drop off bins especially since parking is such a problem.

There should be family library cards, not individual cards which are cumbersome.

Users should be able to opt out of the privacy policy so family members can share.

It's hard for the library to get the necessary staff resources because of tax constraints and city layoffs.

The Derry Library is better and more welcoming. The staff in Derry knows you by name. At Concord some of the children's staff don't seem to like children. The children's staff rebuffs questions. Computers are only for older children. I cannot get in and out fast enough. The requirement to use earphones at the computers makes it hard for parents to help their children with computers. There are no materials for parents to help them get their children to read. There are more choices for girls than for boys. There is a reading group for children under two but not on a regular basis. Kids shouldn't see videos first thing when they walk in. [This has recently been changed]

There are no after school programs. There should be children's author programs (cooperate with bookstore). There are not enough children's staff.

Get school kids to come to the library as part of their school curriculum.

I am disappointed with this big grey building. It is not inviting at all.

We need tutorial or group study rooms.

Children's programs need to be more varied.

Use volunteers to help children with their reading.

Improve contacts with schools for shared programs and activities.

An aging population requires more large print duplication.

It's hard to get city money.

I can never find the adult DVDs I want to borrow.

The library should be a central source for community services and information. City info linked to the library. The library should provide community customer service oriented to each individual.

Refugee and immigrant services needed especially family literacy programs. Can we get educated moms to help with refugee families.

The library should focus on “Open source” technology especially for the downloading of materials. There should be an OPAC dedicated to the video collection only, to facilitate the search for the latest releases.

There should be a snack and drinks area to make the library seem really welcoming.

An external play area would be great.

The library needs a better bike rack with more space.

The Penacook Branch connects books with activities. The central library should do the same with crafts and programs.

The library should be open Sundays for family use year-round.

Coordinate the development of library branches with the new school campuses.

Coordinate funding for schools and libraries. Create a joint city council and school board funding authority for school and public libraries.

Revive the bookmobile to reach out to remote parts of the city.

The measure of success at the library is entries, not just books circulated.

Have outreach programs such as craft pottery making, model railroads, school art.

The library has a huge open entrance area with no function; there should be a library greeter.

The library should try to obtain sponsorship for major events and activities.

The library should have a web site where they post their orders for materials so people can see what is coming in and perhaps order materials for individual users which the users might then give to the library after they are done reading them.

May 31 -- Teen Focus Group (7th and 8th graders)

Present

Brandi Byron
Jessica Groleau
Ethan La France
Kaitlyn Maloney
Derek Perry
Hilary Plumb
TJ Webster
Nancy Keane, Library Media Specialist at Rundlett Middle School

The library should have Anime clubs, gaming, and Runescape programs.
There should be constant music in the teen library.
The library building is cold, not like Borders.

We go to the Conservation Center swimming place or the Mall to hang out.

The library should be downtown near Main Street.

It should have:

- Group study rooms
- Places to talk
- Homework corner
- Laptop computers and WiFi zone
- Music
- Vending machines for snacks and drinks
- Bright colors
- Downloading of music
- CD exchange
- Reading garden
- Different size tables for 2, 4, or 6
- An open look
- Lounge chairs or bean bags or video rockers
- Not fluorescent light – floor and table lamps that can be controlled
- Softer lights not bright spot lights.
- Special book lighting for the stacks
- Magazine section
- Loud Room
- Movie room
- More graphic novels.

We want a place for teens only, no younger kids

Teen activities – crafts, duct tape parties, neon parties

“My space” instant messaging.

Teen volunteer tutors (other teens, not adults)

Free color printing

Friday night videos at the library

Teen book discussions

Contests and prizes, chess and checkers, free temporary tattoos

Harry Potter Party

Teen night at the library with bands

Dance Dance Revolution Party

The Baker Free Library has a good teen area

Appendix 6 – Public Meeting Open House Notes

June 6, 2007 – Concord Public Library

The Concord Public Library Foundation distributed 6,000 fliers and 100 posters for the public meeting. There were also TV and radio public service announcements.

There were 63 people in attendance.

Nolan Lushington, Library Consultant, described the process of staff input, interviews, and focus groups.

He briefly mentioned library characteristics including:

Variety of service responses

Individual service

Free to everyone – all ages and economic status

Access issues, parking, hours

Resources to deliver services

Stewart Roberts, Architect

Discussed community service aspects, showed pictures of libraries he had designed emphasizing meeting and study rooms.

Public Discussion Included:

- Need to stay downtown
- Need to open access to lower level closed stacks
- Welcoming staff
- Building a branch on the Heights across the river
- Concerns about funding and resources
- The library looks cluttered filled with books, no room for people
- Could the expansion be phased to spread out the costs?
- Will there be books in the future?
- The library is the community center.
- Display of materials is important to encourage use.
- Are there any regional or two-town libraries in New Hampshire serving several towns? Tilton/Northfield; 9-town consortium in Manchester
- Concord library resources compare favorably in staff, computers, and books.
- The library should be open every Sunday – most important day.

- The auditorium is poor, pathetic – bad sight lines, poor lighting, hard to find
- The library represents community values for education.
- The library should be on the cover of the phone book.
- It is our cultural heritage.
- It brings people together for programs, tutoring, group study, collaboration
- Access for everyone
- It needs a truly quiet place (“clicks and noise everywhere”)
- Need 2-4 person study rooms
- Why can't a week of newspapers be available instead of just today's paper?
- We need interlibrary loan for other media, not just books. Availability for interlibrary loan should be based on mass demand, not on type of media.
- Book Clubs should be able to order multiple copies of books from other libraries for book discussion groups, not just the single copy the library owns.
- Why not revive the bookmobile?

Appendix 7 – Board of Trustees Meeting Notes

June 5

Present

Lucy Comstock-Gay
Jeffrey Kent
Susan Leidy
Inez McDermott, Chair
Paula Miner
Mary Beth Robinson
Eleanor Stark

Patricia Immen, Library Director

The library is a variety of services for a variety of people. It reaches people individually, one by one.

Library services represent quality in books and information. We also need outreach to other people.

Library staff can educate users so they can better conduct their own searches.

Concerned that we have been talking with a single demographic; we need to find out more about people who do not use the library often.

How do you get people from the Heights to speak up about the library?

Two city councilors want people from the Heights to say what they want.

There are people in Concord who are underserved because they live far from the library and do not have transportation.

The Foundation distributed 6,000 fliers and 100 posters for the public meeting tomorrow night. In addition there were TV and radio public service announcements.

The big problems are parking and budget.

The Public Library Service Responses are not active enough. They say “residents will have” rather than the library will provide.

The library is not always friendly sometimes it is condescending to people.

There are new and old users using the library in different ways.

Should there be branches in addition to Penacook?

This building is not accessible because of its location. It's not a place where people come for other reasons. It's not in the mainstream of Concord. City buses do not stop here.

The library needs to be open and welcoming not dark and imposing. We have to catch people like Borders does. Borders is personal, unique and airy. Many of our books are in storage in the basement. People can't wait to get them and they can't browse. It's hard to get at the stuff downstairs.

The library needs to be a comfortable space, where social networking can take place, and where both seniors and teens like to come. There should be coffee available.

We need to partner with other institutions in the cultural community.

The 3-step relocate and discard process is time consuming.

There is no teen staff.

Could we rent out the main floor for events to bring more people into the library?

Appendix 8 - Summary of Concerns from Focus Groups and Meetings

Throughout meetings with the library staff, trustees, Foundation, focus groups, citizens and officials, several points were brought up repeatedly with regards to the state of the library building and its current location. Among these emphasized points were the following:

- Many people expressed dislike for the current building's "big gray box" exterior, and would like a more welcoming facility.
- Lack of adequate parking is a big problem; there is not enough on- or off-street parking, which is very discouraging to potential library visitors.
- Concern was voiced for the quality and depth of the library collection, as the library shelves are so full, old volumes must be discarded to make way for new ones.
- The lack of space for collections results in very little browsing area. People want to be able to browse the majority of materials, or they will not find - or know to find - a large percentage of the library's collection. Frustration with the current system that requires patrons to wait while staff members retrieve books that are stored in the closes stacks was expressed.
- Many people strongly believe that with an improved library facility in a high-traffic downtown area, citizens will be much more likely to patronize and spend time at the library. As stated before, the ability to park at a centralized location, along with being able to reach the library by public transportation or by foot from other popular destinations is highly valued.
- The desire for a more open, accessible library facility, with an atmosphere that draws people in and invites them to "stay awhile," was mentioned frequently. This included several references to the creation of a library café.
- The need for more small and large group study and meeting facilities was frequently mentioned. The current large meeting room was thought to be poorly located and inaccessible, as well as having inadequate lighting, no nearby public restrooms, and no kitchen facilities.
- Both teenagers and adults would like the library to create a dedicated teen area, with spaces to read, study, listen to music, and simply "hang out."
- A new branch in the Heights area was suggested as a future possibility for expanding upon library services, and bringing the library to "where the people are."

Library services and programming were also discussed, with notable trends in concerns or desires for certain service and program aspects. The following were identified as important issues by the various interviewees:

- Multiple people mentioned the desire for extended hours and expanded days of library service.
- While several patrons lauded the library staff for great service, some felt that they were not optimally served in the current facility.
- Teenagers would like more programming that is geared towards their interests, such as music, movie, and gaming events.
- Many people expressed interest in library programs that would involve collaboration with other local institutions or retailers.
- The ability to share resources with other regional libraries and institutions was frequently requested, especially the expansion of the current interlibrary loan program to include materials other than books, and the possibility of downloading texts electronically.
- The expansion of computer tutorial programming was requested by several interviewees, who cited the need for computer education for patrons of all ages.

Additional suggestions for an ideal library included the following:

- The installation of a better bike rack, with more space than the one currently available
- The creation of outdoor spaces to read or conduct programming, and/or an outside play space
- The possibility of reviving the old bookmobile program

Appendix 9 – REPORT TO MAYOR AND THE CITY COUNCIL

FROM: Patricia A. Immen, Library Director

DATE: August 29, 2007

SUBJECT: Progress Report on Library Needs Assessment

Recommendation — Please accept this report.

Background

The architectural firm of J. Stewart Roberts Associates, Inc. of Somerville, MA has partnered with library consultant Nolan Lushington of Lushington Associates of Hartford to conduct a needs assessment of the library's services and facilities. J. Stewart Roberts Associates is one of the leading library designers in New England. This firm designed the recent addition to the Laconia Public Library. Nolan Lushington is a nationally recognized library consultant. He has over 30 years experience as a librarian, teacher and consultant.

Nolan Lushington and J. Stewart Roberts have nearly completed their information gathering. Mr. Lushington has completed interviews and meetings with the public. Mr. Roberts and staff have updated building plans and assessed current spaces and shelving capacities. Mr. Lushington has begun work with the staff on revising the library's mission statement and developing a five-year long range plan, which will be completed in the fall.

Based upon the data collected, input from the community, the study of user trends, and knowledge of best practices and national standards, some preliminary recommendations/conclusions have emerged for the Concord Public Library:

- There is strong sentiment in the community that a downtown location for the library be maintained.
- Users have expressed a strong desire for improved parking in the vicinity of the library.
- 50% of the adult collection is in storage. All materials should be accessible and shelved in public areas.
- Audiovisual materials are currently shelved in multiple locations. These materials should be consolidated into a single area.
- The main reading and reference areas should be opened up for improved staff oversight and easier access to staff assistance.
- More seating is needed.
- More public Internet computers need to be provided to meet growing demand.

- Wireless Internet access is available on the Main Floor only. This should be available throughout the whole building.
- Currently the PCs providing access to the library's catalog are centralized on the Main Floor. These should be distributed throughout the Main Floor.
- The staff checkout area and the staff circulation work area nearby need to be redesigned to provide a more efficient work flow and more ergonomic flexibility for the staff.
- Instead of using the library auditorium for programming, the Children's Room needs a dedicated space for this purpose in proximity to the Children's Room.
- Technical Services is currently located in the basement. The staff who spend long hours in this location need more natural light and improved air circulation. Improved access for deliveries is needed as well.
- The auditorium needs improved handicapped accessibility, rest rooms, kitchen facilities, and storage.
- Additional small meeting room facilities are needed for tutors and study groups.
- An area for teens is needed with music and video facilities.

Appendix 10 – History of the Concord Public Library

A Summary from “Celebrating 150 Years of Service: Concord Public Library, 1855-2005.” By Virginia Babczak, January 2006.

The ordinance (legal authority) for establishment of a public library in the City of Concord was passed by the City Council on August 25, 1855.

The first trustees were elected, one from each ward. The city appropriated \$1,500 for “establishing, commencing and accommodating a public library.” Of that appropriation, \$300 was allowed for “procuring furniture, fixtures, and other articles” necessary for fitting up the library for the next year. The remaining \$1,200 was to be used for “books, maps, charts and other publications.”

On January 21, 1857, in remarks at the first public occupancy of the new City Hall on Court House Hill, Gen. Low (former Mayor) “suggested that, under the control and guidance of ladies of Concord, of all denominations, a Great Levee be soon projected and consummated; the proceeds to be appropriated to the enlargement of the public Library.”



The Library Levee was held at 7:00 p.m. on the evening of February 24, 1857. “The Court House and City Hall Building was all ablaze on Tuesday night. A low and aloft it was effulgent with burning gas.” By 9:00 p.m. the hall and surrounding rooms were filled with people. The Concord Brass Band voluntarily performed numerous pieces. The net proceeds were \$381.66 and were immediately presented to the library trustees for purchases such as books.

The library opened the week of March 23, 1857. The library was on the second floor, directly above the City Clerk’s Office and the rooms of the City Council.

Concord’s estimated population in 1853 was 9,800.

In 1859, two years after the library’s opening, the library trustees reported that the library had 2,778 volumes of which 2,162 were for general reading and 616

for reference. By February 1, 1865, the library reported having 4,000 volumes and 723 subscribers.

As of February 1, 1876 the library owned 6,512 volumes and there were 831 cards in use (Mayor George A. Pillsbury's inaugural address of March 21 indicated the library had recently moved into new quarters. [Although not identified in the trustees' report, this is the new Board of Trade building that was built in 1873 at 4 School Street, on the corner of Main and School Streets.] The 1876-77 City Directory lists the library as open every Monday, Thursday and Saturday 2-4 and 7-9.



Following the move to this more central location, the trustees, as of February 1, 1877, reported 24,916 volumes were borrowed from the library and that 1,241 persons were registered. They had also opened the library every afternoon and evening, Sundays excepted, and "voted to extend the privileges of the library to persons of the surrounding towns upon the payment annually of one dollar each.

"Adjoining and connected with the library rooms is the reading room of the Young Men's Christian Association. To promote quiet, the library floors have been covered with straw matting." In May of 1880 a reading room furnished with papers, magazines and reviews was opened.

"The Fowler Library Building opened in 1888 with 14,000 bound volumes. The stack room was planned for 23,000 volumes.

On January 26, 1895 Grace Blanchard was chosen as librarian. This year also marked the 40th anniversary of the authorization of the library and the beginning of 40 years of service by Grace Blanchard. On July 1, the first card catalogue of the entire library was begun under the supervision of George W. C. Stockwell of the State Library School of Albany. Over 8,000 of the 87,122 items circulated that year went to Penacook (about 10 percent).

In 1896 Grace Blanchard reported that the card catalogue was completed. Now all the books needed to be classified (Dewey Decimal system), In 1897 she reported that 85 percent of the circulation was fiction, five percent magazines, two percent literature, and three percent history and biography.

A resolution was passed on November 9, 1903 to use \$200 to procure plans and secure services of an architect for the purpose of devising larger and more convenient accommodations for the library. A rendering of the proposed new structure was published in the February 17, 1904 Concord Monitor. On February 26, it was reported that the Fowler heirs would not allow the lot to be used as a site for a Carnegie library, and the club then voted that the library trustees ascertain the cost of an addition to the present building.

August 25, 1905 marked the semicentennial of the library's establishment. Grace Blanchard said,

I thought it should be observed and undertook a celebration, the chief features of which you will recall were as follows: The staff wore the dress of 1855. The books displayed on the open shelf were the favorites of fifty years ago. The writings of Concord authors were shown by themselves.



The Penacook Branch was now at George Whitman's store.

Electric lights and a telephone were installed in the library in 1907.

By 1910 Grace Blanchard reported that there were 30,847 volumes on shelves intended for 20,000. She also indicated a need for a police officer to control the conduct of boys. This year Grace Blanchard attended the International Conference of Archivists and Librarians in Brussels, Belgium!! She was gone most of the summer because she had to travel by ship to get there.

Grace Blanchard, articulating a vision for the future, said, "Picture to yourselves how a suitable public library, situated on Green Street at the head of Park, would complete our handsome square and make the capital more noteworthy for its group of public buildings." [What foresight - that is exactly where the current building was built in 1939, 28 years later, after she had retired.] She also noted from a writer of our national psychology: "The American people wants

literature reduced to snappy paragraphs – culture in the form of capsules.” That sentiment is still expressed today.

In 1915 the building (now 28 years old) was too small – the shelves were full and

In 1920, the number of items circulated was 84,619, down slightly from the 87,122 in 1895.

In her 1925 annual report, marking her 30th anniversary, Grace Blanchard discussed the state of the library in relation to other libraries in the city. The population in the city, since 1900, had increased 22 percent; the number of books in the Concord Public Library had increased 55 percent; the tax valuation had increased 153 percent; the appropriation for the library had increased 40 percent.

Five years later (1930), the trustees reported, “The library building is in good repair, but is utterly inadequate to the increasing demand of suitable service.” The circulation increase to 98,216 was due largely to branch rooms in West Concord and Penacook. On March 30, with the Penacook Women’s Club, “we started a modest deposit and delivery station in the rear of Stuart G. Fifield’s store, open twice a week, 2:30-5:30.”

In 1934, it was noted that Grace Blanchard’s resignation was to be effective February 1, 1935. After starting at \$800, she was earning \$1,800 at the end of 40 years of service. The library circulated 136,854 items.

At Miss Blanchard’s last trustee meeting on January 18, 1935, she read from her Random Reflections. The following are some of her comments:

1895 – A card index was such a novelty in Concord that we had to insinuate the use of ours gradually and for a few years continued the issuing of a printed catalog.

It seems to me there has never been elsewhere such a kind public, trusting where it did not understand; never such assistants, capable, loyal, considerate, resourceful, patient; never such Trustees, upholding the librarian’s hands and putting no stone in the path of progress.



Effective February 1, 1935 Walt W. Constantine was hired to replace Grace Blanchard. Assistant Librarian Marion F. Holt succeeded Mr. Constantine as City Librarian, at the same salary.

“Although an urgent need for expanded library facilities had been felt for some time, the matter did not come to a head until the State of New Hampshire started condemnation proceedings to acquire the library property to make way for the State House Annex. Fortunately, sufficient funds were made available from the condemnation award, various library construction trusts and a federal PWA grant to finance at no direct cost to the city the acquisition of a new site, the construction of the library and the purchase of necessary library equipment.” Due to the construction of the State House Annex, the library needed to vacate the Fowler Building and move to a temporary location at 42 Pleasant Street (St. John’s Parish Club House) until a new library building could be built. The move commenced in April and the temporary quarters opened on May 5.

In keeping with the development of the Civic Square, the city government approved the selection of a site for the new library adjacent to City Hall on Green Street. Ground was broken in August of 1938 and January 29, 1940 was set as the date for the opening of library service in the new building.

The new library building opened in January 1940. It cost approximately \$250,000 to build, had open stacks (45,452 books with 10,000 in the open stacks), a room for high school students, and three study rooms on the second floor that were well-ventilated and soundproofed.



There were four branches serving “residents of the outlying sections.” This year circulation passed 200,000 for the first time. The population of Concord was 27,171 and “54 percent of the population holds a library card.”

There was a revised ordinance governing the operation of the library passed in 1946. This resulted in two major changes: 1) eliminated the requirement that board members must be chosen on a one-from-each-ward basis 2) abolished the system under which the entire board was appointed simultaneously for a two-year period in favor of a rotating pattern where three (of the nine) are appointed annually for three year terms.

It was announced that remodeling of the Penacook Police Station for a branch library would commence in 1947. “After more than 80 years in temporary

quarters, the Penacook branch library opened the doors of its permanent home November 8, 1947.”



In 1949 the library set a new record for items circulated (219,773) surpassing the old record of 1940 when the new building opened. A 25 foot book trailer, the “traveling branch,” was purchased for \$3,300 and began neighborhood service on September 12, 1949.

In 1950 the library staff consisted of 11 full-time and 12 part-time employees (five professional librarians). The library circulated 231,170 items of which 20 percent were borrowed from a branch (Penacook, station in West Concord, two hospital units or the booktrailer). By 1954 staff had increased to 24 (14 full-time and 10 part-time).



The year 1956 marked the completion of 100 years of library service. “A large meeting room, created out of three small study rooms was completed and dedicated in April. It is known as the Grace Blanchard Room, honoring Miss Blanchard who served the city as librarian for over 40 years. The room has seating capacity for 70 persons

The opening of the South End Branch in the new Rundlett Junior High School occurred in October of 1957. One facility served students during school hours and was open to the public other hours (Tuesday and Thursday afternoons, Tuesday evening and Saturday afternoon). An analysis of items circulated showed that 27 percent were adult non-fiction, 41 percent were adult fiction, and 32 percent were children’s books.

A new bookmobile arrived in December of 1958 Library hours were 9-9 Monday through Thursday and 9-6 on Friday and Saturday for a total of 66 hours.



View of main area of library in the late 1950s

A Friends of the Library group was established on June 15, 1960.

The establishment of a foundation for the library was approved by the Board of Aldermen on September 24, 1962.

The Penacook Branch received all new lighting, a new charge desk and new floor covering. In anticipation of the proposed addition, architect Guy C. Wilson was hired.

Concord celebrated its bicentennial in 1965 and the library broke ground in October for a new addition (25 years after the building first opened). Six new bookmobile stops were added to the route as well.



The new addition was completed in 1966 and officially opened in January of 1967. It added over 10,000 square feet of space including the auditorium with seating for 100, a new room for the Ruth May Listening Room, and housing for the bookmobile.

The number of library staff increased over the years to 18 full-time and 20 part-time people in 1968 with 125,000 volumes, circulation of 264,057, and 29,482 borrowers.

A new bookmobile arrived in 1973, only the third in 24 years of service (1949, 1958).

The decade drew to a close with Lois Markey, who had served as Library Director since June of 1960, retiring in August 1978. Louis Ungarelli was hired to succeed her as Director in the spring of 1979.

Many changes occurred in the 1980s due to technological advances. Physical changes occurred in the building for comfort, usability, and to accommodate the addition of computers into the daily life of the staff and patrons. In 1980 a new circulation desk was installed on the main floor. In 1981, reorganization of the main floor began on Saturday, August 1, and the library was closed for the following week while 26,700 items were relocated. Fiction was moved to the south side and non-fiction was consolidated together on the north side and shelved in numerical sequence. In 1986, Technical Services moved to the basement and the vacated Technical Services space was renovated into a public service area containing the local history collection, the clay tile mural over the entrance was installed, new red carpeting was installed, and new furniture was purchased for the Periodical Room.

In the area of service to the disabled, several efforts were made. In 1982, automatic sliding doors were added to the street entrance at the front; in 1985 a telecommunication device for the deaf was obtained and a ramp was installed at the Penacook Branch; in 1987, a wheelchair lift was installed to provide access to the auditorium (funded by a Community Development Block Grant).

The Penacook Branch hours were increased from 12.5 hours per week to 21.5 hours. Due to budget cuts, in January 1989 the bookmobile stopped running.

In 1982 the library started to design and implement a community survey to study the effectiveness of current library programs. As a result of this survey, a strategic planning document for 1988-1993 was completed in 1987. In 1984 a pilot project of having the main library open on Sundays was begun. This wasn't the first time there were Sunday hours. The Reading Room only was open Sundays from one to five o'clock in 1888 after the library moved to the Fowler Building. According to Grace Blanchard, she worked every Sunday afternoon for her first 13 years (1895-1908).

In 1987, evening hours were restored to the Children's Room (Tuesday through Thursday evenings), and Penacook hours were expanded to include Tuesday, Thursday, and Saturday.

In January 1990, the 50th anniversary of the opening of the Green Street building was celebrated. Utilizing the vacated bookmobile garage, the current Concord Room was created and the expansion of the Reference Room was completed in early 1991. A house on Prince Street was demolished for parking lot expansion behind the library.

One of the key things that drove changes at the library in the early 1990s was a budget reduction of 5.9 percent from 1991 to 1992. As a result, the open positions of Assistant Library Director and Circulation Supervisor were not filled, and the Assistant Library Director position was eventually eliminated. There was reduced custodial service, hours of service were reduced by seven hours per week, and the book budget was reduced.

The good financial news during these times of reduced budgets was the library received a \$1.6 million bequest from the James W. Nelson estate. After some legal clarifications as to how the money could be used, the trust was used to fund improvements to the building identified during an assessment for a new long range plan.

With the help of Anthony Tappé Associates, the Library Architectural Survey and Planning Study was completed in 1995. Recommended actions for the 10 year plan included replacement of the roof, waterproofing and repair of the granite walls, complete replacement of the windows, ADA (Americans with Disabilities Act) improvements to bathrooms, and a completely new heating, ventilating and air conditioning system. Lack of a fire protection system was also noted. [All of these were addressed in the ensuing years with funding from the Nelson Trust.] For 2005-2015, the Survey recommended that the library size be increased by 60 percent.



With funding from the Nelson Trust, a new elevator was installed off the Reference Room in 1994. In 1996 the Reference Desk was moved up the ramp into the Reference Room and a Reception Desk was established at the bottom of the ramp. Funds from the Nelson Trust were used in 1998 to replace the roof and install a fire

protection system throughout the building.

Another significant collection enhancement occurred in 1998 when the library was selected to house the NH Charitable Foundation Resource Collection.

As a sign of the times the twenty-first century started off with some safety improvements. In 2000, panic alarm buttons and portable radios were placed at the public service desks to assist staff in summoning assistance



in the case of an emergency. In 2001 a video surveillance system was installed at the front door to create a record of individuals leaving the building to assist police investigations should the need arise in the future.

Also in 2001, most of the exterior windows in the building were replaced, funded by the Nelson Trust Fund.

In 1999 the Board of the Concord Public Library Foundation was separated from the Library Board of Trustees. The new Foundation Board began a fundraising campaign to renovate the Children's Room 2000.

Approximately \$250,000 was raised for the renovation of the Children's Room, \$25,000 from the City of Concord, and the rest from other sources.

The renovation included a new circulation desk, a new reference desk, renovation of the built-in shelving, new freestanding shelving, new tables and chairs, and new upholstered seating. A self-check unit was installed in the



Children's Room as part of the renovation.

2003 marked the start of the installation of a new heating, ventilation, and air conditioning (HVAC) system, which was completed in 2004.

Other changes in 2003 included the reorganization of reference and circulation staff members so that they were aligned under one supervisor. The following year, the Reference Desk returned to the main floor so that, as one enters the

building, the first two things a patron sees are the Circulation Desk on the left and the Reference Desk on the right.

A community survey regarding services and service delivery was completed in 2000, and in 2002 a timeline for the Five-Year Plan was developed.

In July 2003, after 23 years of service, Louis Ungarelli resigned. Adult Services Supervisor/ Automation Coordinator Patricia Immen was named Director in December as the eleventh Director of the library in its 147-year history.

In 2004 the library began preparing for conversion to a new integrated library system (ILS) to replace Gaylord's GALAXY system. The new system, Innovative Interfaces Inc. (III) Millennium, went live to the public in January 2004 [Public Internet computers for adult cardholders increased to ten and one PC was designated for word processing only. One additional PC was installed for guest (non-cardholder) use only. Time management software and a pre-pay printing system were installed on all adult public computers

As of July 1, 2004 the Friends of the Library and the Library Foundation merged to become one volunteer and fundraising organization. In preparation for a planned needs assessment in 2006, the Library Foundation, trustees, and staff met in October 2004 with Pamela Hawkes, FAIA, an architect from Ann Beha Associates, to begin thinking about what CPL should be like in the future. Continued population growth in the community seems to indicate a need for more space. Will there be an addition to the library, additional parking space, or a new branch? Only time will tell.