

Working agreements used in all sessions

- listen to understand
- differences of opinion are natural
- stay on topic

Question 1: People stated their names; some people also stated the streets/roads/neighborhoods in which they lived.

Questions 2 – 7: citizens shared their thoughts which were captured on flip charts by facilitators

**Rockport Public Library Listening Tour #1: Simonton Corner
October 22, 2013
Facilitators: Jane Haskell and Sara Trunzo**

2. Why are you here tonight?

- Love libraries
- Love safe place (for son)
- Love Rockport Public Library
 - Quality service
 - Items available that I need
 - Enjoy the staff
 - Beauty of building; charm
 - One of the last remaining libraries located in an historic village
- Listen; last remaining town building in the village; may lose component of Rockport if it moves.
- Be part of process
- Future of libraries (in general); what and how services are offered.
- Refocus process
- Listen and extract list of objectives
 - Clearly identify problems
 - Identify library problems (varied maintenance; space, etc.)
 - Need for a Civic Center?
 - Can library go to other sites?
- Like library services as is; happy with it
- Don't feel that all services are needed
- Hear others' points of view
- Do we or don't we have enough room?

- Listen and see if I have solutions to issues.
- Listen; born and brought up here
- Love reading; like the space; the staff are helpful and like them
- Listen
- Staff are excellent; feel lucky to live in a village (full-time resident)
- Feel positive about library and staff
 - Determine, by listening, where library is going in future (its role)
 - What is appropriate and reasonable for our library
 - Haven't made up my mind
- Trying to decide if Rockport is building a Library or a Community Center.
- See an opportunity to look to future.
- Listen
- Represent college students
- Would like to see something that is friendly to the needs of those using library (especially parking)
- Because library provides "fabric" in community.
 - Commerce
 - Traffic flow
- Interested in hearing what others in town think about library.
- Be part of conversation regarding how my money is spent.
- To ask if what options are being considered (existing buildings, money, CMCA, cape)
- To ask who is being considered (i.e. taxpayers, renters, etc.)

3. What do you like about public libraries?

- Free books
- Inter-library loan
- Serendipity
- Civic quality- everyone welcome not an exclusive club
- Public vs. private
- Acknowledge historical privilege of free libraries
- Ambience (commonality between; place to place)
- Site license for journals
- Respect I feel when I walk into the library
- Way to do research
- Staff to help do research
- Can find books that are hard to find
- Place to focus (hard at times at work/home)
- Meet people of like interests
- Getting books
- Town connections; people "meet there"
- Pleasant interaction between people

- Cost effective (don't need to buy as many books)
- Children feel comfortable here
- Exciting, place to learn things, new resources: internet, inter library loan, etc.
- Links to other learning centers
- Activities, concerts, etc.
- “Horizon expanding program” for kids that “contribute to learning process”
- Programs: example seafaring series
- Internet
- Place for information. “Surrounded by knowledge,” “expanding knowledge.”

4. What is the one thing you like most about Rockport Public Library (RPL)?

- Interlibrary loan
- Free books
- Good library staff; its high quality is irrespective of where it is located
- Atmosphere
- Offers things beyond books (e.g. checking stocks)
- Small
- Sea faring series
- Positive and helpful attitude of the librarians when I need advice or know what others think about books
- Current book area with soft chairs, and new and interesting books
- Librarians know you; make the extra effort (e.g. husband died- book was donated in his name)
- Love the humanity of staff
- Staff (big sentiment here)
 - Accommodating
 - Knowledgeable
 - Volunteers
- Service Attitude
- Children's programs
- Garden
- Location
- Size
- Personal (“they remember names”)
- Cozy
- Website is accessible and informative

What is the one thing you like least?

- Tension due to possible change (location)
- Parking
- 10,000 books over limit- cannot add to collection without eliminating some
- Unsafe areas: even sidewalk, front door area at night

- Lack of comfortable reading space that is quiet (cross reference with upstairs reading area of Camden Public Library).
- Maintenance and condition insufficient over time. Why?
- Landscaping unsightly. Why?
- Lack of restrooms (only one)
- Office space very small. Access to it is small.
- Some do not like the extra curricular activities in the library; feels space requirement and inappropriate
- Parking (lots of concern here)
 - Enough?
 - Parallel parking?
- Road, intersection, triangle
- Location (because it limits size, parking, accessibility, etc.)
- Size
- Not a quiet place to study
- Need to add more bathrooms
- Space inside/ crowding (materials)
- Inaccessibility
- Uncertainty about property's future (questions about zoning, etc.)
- Worry about size of staff area, how this could affect performance

5. What would help Rockport Public Library meet our community's needs?

- More parking
- More space (for staff, materials, patrons)
- Clarity from staff about “we need...” “People need...”
- Determine what Rockport's needs are
- Have clearly defined objectives...a.b.c.d.e....
- Library already meets my needs
- Take books to citizens who cannot make it to the library
- Don't need additional debt
- Need to know community's needs first
- Educate existing staff and patrons how library works to increase awareness in others (all future patrons); need to understand library
- Find ways to increase life long learning
- Library Committee looking at town's comprehensive plan
- More space
 - Bigger aisles
 - More places to “put things”
- Larger children's area
- Parking to accommodate children, seniors, and disabled folks
- Purchasing one or two existing buildings in village
- Enlarged space for teenagers

- Need projections about populations to answer this question. (Define volume of users).
- Larger/ more areas for computers (“space to do work”)
- A definition of what our library is capable of (find appropriate home for what it’s not capable of)
- Define what we’re working for: courage to be forward thinking.
- More bathrooms
- Better staff area
- Developing consensus about what we want the library to be
- Define “village”

6. You're looking into a crystal ball. How are we using OUR library in 2030? What will we need?

- Everyone has tablets
- “We’ll need more space to get there.”
- Using the library for children’s services
- “depository” for paper relics
- Preserving books- valuable resources, concern regarding resources (acid paper), etc.
- Digital information, digital references
- “High tech window to the world”
- Gathering space
 - Place to “communicate”, “share knowledge”
 - Reading stories to children
 - Media center- with technicians to support
 - Programs of future
- Possibly more of a partnership with school system
- Space for lifelong learning
- Need money to “get there”
- “Money will follow” if there is consensus, working together
- Better parking will be needed
- Unanswerable
- Future not a straight line
- Provide information to residents in whatever form is popular/ available.
- Ambiance
- Need information about trends in library science, etc.
- Can’t plan because can’t predict
- Professionals that stay current and have ability to inform community
- Look at past, will we lose our archival information?
- Flexible as community or community space, looking at what will we need

7. What is one thing you learned about Rockport Public Library or library services that you did not know before tonight?

- We are jettisoning books
- Didn't know taught ukulele
- Safety concerns
- Maintenance issues
- Some people can't find parking
- Some people find the library crowded
- What a small teen area we have
- Intensity of feeling about library as resource is impressive
- There is a second floor and there are books on it

**Rockport Public Library Listening Tour #2: Rockport Village
October 29, 2013
Facilitators: Jane Haskell, Dorothy Havey and Sara Trunzo
Pages 6-14**

Three small groups; three facilitators.

2. Why are you here tonight?

- Care about the library
- Care about the town
- Democratic process
- Hear community thoughts
- Reconcile differences/come to consensus
- Care about kids
- Social cohesiveness –why do people want to live here?
- Interested in town library
 - Its services
 - Important part of town
 - Sense of town (some don't have libraries)
 - What exactly do we need that we don't have today?
- At library “all the time”; big part of my world; want to have a say about what happens
- Need more room
- Love our library; excited about our process, how our own library can adapt, libraries are changing all over planet
- Love library, curious how other people feel our library is lacking. Offer own perspective on what's great
- Interested in what librarians are doing all over the planet

- Not a huge library user; amazing inter-library loaning services; support others who use it frequently; its free; library essential part of the town; its technology and beyond technology
- My own responsibility to participate
 - Hear what others have to say to take into consideration
- Get the large picture
 - Seems to be a division in our positions
- Didn't understand our library was lacking; understand what do we need and how can we make it happen?
- Don't want there to be "sides"
- How will we define our needs (when you start a project, important to define the needs)
- How will the voice of those who do not attend Listening Series be heard? (who library patrons, heavy users)
- Participates in and develop process as it moves along
- Themes:
 - Library very important
 - Find out needs
- Keep library for integration of village
- Think library should go in former site (Elementary School)
 - Think that it is part of the Village
- Love library, staff, attention paid to all community needs
- "Not sure how I feel"/ learn new things about possible options
- Love library where it is
 - Don't hear demand for other services
 - Fiscal concerns (debt associated with the high school, elementary school, renovated middle school)
- To see if points of view expressed tonight are different/similar from last week
- I support building a new library
 - Need more space for kids
 - Love staff
- "What does Rockport have to offer?" Beyond Fire Department and Police Department... "beyond meat and potatoes" (legacy)
- Process might give impression to the library as not adequate- "it is adequate for me"
- How will kids be heard about what they want at library? Young Adults?
- Share information on physical plant
 - Maintenance is needed for the future of the building
- Teen selection is limited
- Wonder what future of library will be
 - In light of electronic devices/ generational changes

3. What do you like about public libraries?

- Browse and see what is there
- Love books
- Important civic institutions
 - Libraries are important architecturally and used by its citizens
- Love that libraries welcome children
- Serves as community centers for all ages
- Lecture series are offered
- Provides services in addition to books
- Free access of all information to democratic melting pot of the town
- Calm and quiet; sense of respect
- Infinite potential
- Share with others
- Ambience of library
- Connection to past
- Repository of documents/communication
- Provide educational mobility and access to options
- Provides educational “services”
- Self directed
- Feels important
- Love librarians, friendly. Expert navigators of information
- Public space to gather, functions (sense of community)
- No cost
- Convenience
- Egalitarian/ magnets
 - Youth/ old
 - Rich/ poor
- Traditional institutions-important to most communities
- Resources I don’t have (even with my computer)
- Represents a place that is peaceful and it also represents a place of knowledge and openness/creativity-many qualities-more than books
- Gathering place for interest groups
- Books - availability of; diversity put in front of me; exposed to world of knowledge
- Librarians-helpful
- Great place to introduce children to books and reading
- Teach children how to take care of books and learn responsibility with their first library card
- Each library is unique and represents history of the community/ items donated/ local knowledge/ not stored other places
- Place to get information about services and librarians helps you navigate that

- Librarians stood up/stand up for freedom of knowledge and place to get that knowledge
- On the handout data suggests library is a way for people who might not have or way to get to knowledge
- Leveler-everyone can use it; same rights as every one else
- Free books
- Quiet
- One-on-one attention
- Welcoming environment
 - Helpful staff
 - Approachable
- Sense of community togetherness, themes important to small groups
 - Writers' group
 - Poets' group
- Access to knowledge
 - "Free and open"
 - "Find something you didn't know you were looking for"
- Comfort, intimate
- Modern architecture not needed
- Finding good books
 - Inter library loan
- "People like me" love to read, love to learn, camaraderie
- "Comfort to know if I can't afford internet", I can come to the library

4. What is the one thing you like most about Rockport Public Library (RPL)?

- Staff
- Location (central)
- Collections
- Children's programming
- Provides community functions at a wide variety
- Sponsor programs and outreach
- Feels welcoming, respected, always trying to help
- Interactive website
- Willingness to try new things/technology
- Find books from all over; interlibrary loan
- Landscaping

- Cozy
- Social-run into friends/neighbors
- Efficient operations and be proud of it
- Credit staff for efficiency
- Librarians
- Inter-library Loan
- Specific to and reflects Rockport (flavor, feel, and history)
- Hominess; size; way its set-up; not big and impersonal
- Location in town
- Maritime location
- Can walk to it
- Contributor to vitality of village; brings people to village; people go to other venues
- Size, scale, coziness, way it feels, physical location in town. “it’s pretty”, pleasurable part of village
- Icon-location “you know you’re here”
- Diversity of programs, even if don’t take advantage of it
- Can have kids in children’s room and go to another part of library and children ok being in children’s room without mom
- Paid for, modest and affordable for town
- Important part of creating ‘there’
- Marine room
- Without endowment and Friends of Library world have to increase taxes, ‘public’ only partly true
- Friendly comfortable place; can talk and people don’t say shhhh
- “280 feet from front door”
- “Rockport Readers Recommend”
- Knowledge and effort of the staff
 - Staff is very friendly (whole group, much agreement)
- Like location- when to come to library feel as part of the Village
- Seafaring Series

What is the one thing you like least?

- Amphitheater tables *[is this one or two items?]*
- Card system
- Lack of use of outside landscaping
- Site challenges
 - No basement
 - River/stream
 - Road

- Lack of parking
- Accessibility of entrances-challenge
- Intersection and curb height
- Workspace and book space too small
- Children's and young adult room is too small
- Lack of meeting space without interfering with others
- Inadequate bathrooms
- Inadequate computer space, no privacy
- Landscaping
- Lack of outdoor space relation to building
- Building is not responding resources
- Resources of library under investment of resources
- Inadequate level of support of library
- Constrained building space
- Maintain [maintenance??] and [+ was on the flipchart] difficulty
- Crowded (might be able to have more books if more space)
- Parking
- Mold and mildew
- One bathroom (no staff bathroom)
- Staff doesn't have space to handle Inter library loan
- The staff is doing such an amazing job that patrons might not see deficiencies
- Not room to attend events (crowded)
- Hard to get computer; chair with writing surface
- Not sure it's handicap friendly
- Parking is inadequate
- "Jammed up" related to meeting spaces, groups, examples are the Marine room and Marge Dodge room
- Cramped, books stacked out of reach
 - Illogical
 - Inaccessible
- Dislike certain programs. Example is the ukulele playing
 - Disruptive
- Deferred maintenance on exterior
 - Example: Window, landscape, walkway

5. What would help Rockport Public Lib. meet our community's needs?

- More involvement of the community
- More time, money and volunteers
- More space for many different functions
- Accessibility
- Staff parking options in other lots

- Challenge of geographic layout of town
- Parking resolutions- what are they?
- “Define community needs”
- Some of the needs are opposed
- Broad understanding of what community expects and needs
- A “community” is a lot of people
 - Choices need to be made
 - What is the definition of highest priorities?
 - Value in location
 - Modest and affordable
 - Handicap verses parking
 - Trade offs: different values, cost, number of books, community, who is the community, how are they served
- What is the number one priority?
- Refer to handout: need greater capacity for Inter-library loan, internet, answering reference questions means increased capacity
- Number program increasing (yes) do not know number of programs, if increased number would need increased space
- Prioritize needs (‘would likes’) just because we don’t have room for a program in the library, might be space other places in town
- Is the library about books and information or about programs?
 - Some towns have community centers for programs
- Rockport Public Library is meeting community needs
 - Changes would be just tweaks to what is working (or working well according to whom you are talking to)
- There is not enough space. (even if took all events away)
- Additional parking
- One resident sees library staff using parking space adjacent to library
- Meeting rooms
- Spaces to work on various kinds
 - Books
 - Meeting
 - Bathrooms
- Make use of other spaces in town. Example downstairs Opera House
- Expertise of people at university/specialists to assess current and future trends to determine needs
 - Examples: space needs, computer terminals, etc.
- Need information to establish what is possible on existing lot?
- Accessibility
- Information on Rockport Elementary School property
- Determine what whole community needs.
 - Beyond the Village
- Better parking, easier access, potential for increased usage

6. You're looking into a crystal ball. How are we using OUR library in 2030? What will we need?

- As a vital community center- how are we using the library?
- Programs
- Wheelchair access-to address needs of aging population
- Need for human interaction- face to face
- Still have books
- Dynamic program-youth, bring people to library
- Greater flexibility with programming and meet needs
- Space and programming respond
- Technology- open ended
- Build in flexibility to adapt technology to serve community
- Changing collections
- Changing use
- Depends on demographics of Rockport
- Will we have as many hard copy books?
- Place to download information
- May be only place for repository for hard copy books
- Importance of community/ a “community” center
 - A place to meet neighbors
 - Maybe less need for space
- Place for social contact (youth)
- Intertwined resources we have (YMCA, Opera House, library and Union Hall)
- Why are people coming to use internet?
 - Current trends (internet use, references) may increase and decrease the use of hard copy materials
- Be careful/ how to define community center
- Opportunity to help support community that is growing around it
- How to get there
 - Wisdom
 - Grants
 - Get there without taxing taxpayers
- Need expertise to help determine what future the library will be
- Could be like a bank with teller, books warehoused
- Books will be electronic, collection can be downloaded to devices
- Based on report: Has increased Internet use created increased book circulation?
- Function of library may be to help you find data/information and understand how to use it
 - Staff will help locate this

7. What is one thing you learned about Rockport Public Library or library services that you did not know before tonight?

- One bathroom
- Didn't know the structure was that limited
- No basement because river is nearby
- Parking is not an issue (for some people)
- Mold and mildew
- Real shortage of computer space and tables
- How many people in room like the library
- Data Handout is impressive/growth
- Parking problem
- What does staff need?
 - Help make decision of what to do
- Concerns about accessibility
- Amount of passion in Rockport for library.
 - People want to be involved and informed of this process
- They have ukulele lessons
- Some people don't like to walk
- Library Committee has used outside expertise
 - Folks want to see more of this data
- More information available on library's website
- "Failure to communicate"

Rockport Public Library Listening Tour #3: Rockville (Lake View Church)

November 19, 2013

Facilitators: Jane Haskell & Sara Trunzo

Pages 14 - 17

2. Why are you here tonight?

- Curious to hear what people of West Rockport think (disappointed not more people)
- Curious to find out what consensus so far was
- Access to library re: parking, hours, etc.
- Have strong feelings and want to hear what others' feelings are
- To listen

3. What do you like about public libraries?

- Smell of books
- Inter Library Loan
- Give access to information, packaged differently than Google
- Value of preserving books for cultural purposes
- “Organic Center” to go to learn things with others, go to lectures, games (three dimensional not one dimensional), evolve with needs
- Welcoming
- Children’s room
- Staff make services accessible
- People may want or need help accessing information/ use staff
- Important to democracy: access to information; equal access to information
- Despite technological changes people still need/want support
- WIFI: for those who don’t have it at home and visitors
- Programs- examples include fiber group, book talks, genealogy
- “Whole encompassing world” beyond the internet
- Something important about checking out, holding a book
- Welcomed
- Libraries not an “individual experience” anymore
- Becoming a group experience in some cases
 - Should be sense of quiet, calm, respect
- Walk-in and feel calm

4. What is the one thing you like most about Rockport Public Library (RPL)?

- Staff, truly welcomed
- Professional, helpful staff
- Programming: examples seafaring, French group
 - Staff is thinking of these needs
 - Might not happen if library wasn’t there
- “Natural cultural center”
- “Learning center”

What is the one thing you like least?

- Not unhappy with anything there
- Lacks private space/rooms/small rooms for 2 to 8 people
 - Stacks of books around
 - Children’s programs could happen in small rooms
- Feels cramped
- One room for meetings (Marine room) if meeting is happening there, it is not comfortable.
- Children’s programs may be noisy (lack of separate space)
- Lack of privacy of computer screens

- Books stacked on top of shelves, can't reach
- Can be awkward or cramped
- Existing contents of library could be better organized or "culled" (go through things a little more. Examples: older books and periodicals)
 - "Overwhelming" with stuff
- Parking, getting to library
 - Lack of convenient parking
- Don't use library much in the winter because of lack of parking

5. What would help Rockport Public Lib. Meet our community's needs?

- Do we know what the community's needs are? Meets needs already
- would be meet better if:
 - More space, more private rooms, more parking
- New facility, changed or enlarged
 - Somewhat bigger
 - Study facility to make changes to better serve community
 - Modernized
 - Has been changed over the years, needs to be reconsidered
- More bathrooms
- How many computers? 2 desktops and 5 laptops
- If more space, library could provide services to young adults, examples teen room and teen programs
- More carrels/ study tables for computers with separators
- Does library make known public events?
 - Is it working?
 - Could it work better?
 - Notices from library committee in (news)paper, website
- Library doesn't have a blog so younger audience may not read paper/ library has a Facebook page
- Reach various generations
- Does library share it's own events? Or make known others' events?
- Bulletin board- small, full, and little space
- Large array of activities: examples seafaring, health insurance tutorials, etc.
- Meet current needs that might change (not specific to Rockport- any library)
- Rockport Opera House is a resource for events (upstairs and downstairs could be utilized)
 - Opera House is available when its not rented
 - Library does not pay for Opera House usage, Opera House seeks to be self supporting or close to self supporting

6. You're looking into a crystal ball. How are we using OUR library in 2030? What will we need?

- More programming than we have now
 - Example: If library had spaces, adult education, other programs could happen from library
 - Example: Language groups and small events
- Rockport does not have a community center (Library may fill some of this role)
- There will still be books, maps, photos- actively used
- Trend toward “learning center”
- Educational programs
- Gather to play games
- High tech stuff/ top technology examples: fast and best computers with the most advanced technology/ efficiency of shared technology. People trained to use this technology
- Spaces
- Fewer stacks, more staff (help people access with technology and information)
- Technology examples include fax, photo copier, etc.

Need to get there:

- Need to ask younger people
- Facility- accessible:
 - Get in comfortably, move around, ease of finding it
- Flexible space
- Facility designed to accommodate types of programs described above
- Open space/ counter 24 hours for WIFI (example: people using WIFI in car)

7. What is one thing you learned about Rockport Public Library or library services that you did not know before tonight?

- Number of computers
 - Types of computers; 5 laptops
- Kindles are coming
- Although much information is now free, some people will still need support to access that information
- Many people require the computer or tech support in order to access free information. Require skilled staff.
- Older people may not have access or literacy with technology
 - Opportunity to teach people how to use the technology
- Even younger audiences may need support using, accessing, etc free information.
- Library can be first place to have/ share technology that is not yet invented (examples: fax, microfiche, internet, etc.)

**Rockport Public Library Listening Tour #4: West Rockport
December 2, 2013**

Facilitators: Jane Haskell & Sara Trunzo

Pages 17 - 22

2. Why are you here tonight?

- To support the process
 - Want to participate in decision and offer opinions
- Have heard discussion regarding the library and want to find out more.
- Love our library- on other hand want to be part of potential changes
- Curious to see if answers will be same from different groups
- Represent voice of parents/ want children to be able to continue to use library
 - Not out grow it
 - (This (time of day) is a difficult time for parents)
- Potentially find ways to gather opinions besides meetings
 - Also concerned for elderly to travel
- Don't want children to outgrow library
 - Teen space small
 - Limited computer access
 - Want them to have access to resources into future
- Like open process- should be a way to inform those who cannot attend
 - Call in, public access, etc
 - Discuss the process and good ideas
- Interested in library and what happens
- Love the library, love working there (volunteer), love the people- don't think location will change this
- As a West Rockport Resident, was wondering if other West Rockport residents are using library/ hear what neighbors think
- Interested in children's use of library
- Was "blind-sided" by location discussion
- More to Rockport than village, use other towns' libraries because of distance, parking, etc. (in Rockport)
 - Concerned about library: need to change/grow to accommodate those who use.
 - Concerned for grandchildren/ future users
- Concerned about personal access/ parking into aging- have used Rockland library because easier to access- drive right up
- Does library deliverer to homes? Yes
- Hear what others have to say/hear from parents

3. What do you like about public libraries?

- All the books/ don't have to buy/own
 - Recycling factor
- Periodicals
- Inter Library Loan for obscure books
- Children's programs

- Story times, playgroups
- Welcoming spot (if there's a children's room)
 - for young children/ non-school age
- What makes a library welcoming for children?
 - Welcoming space
 - Allow for some noise/play
 - Focus channeled toward books
 - Adults can find something for their interest, as well
- Quiet spaces, cozy spaces, welcoming spaces
- Spaces for study
- Opportunity to meet other parents and children
- Can become involved, ex: donate, volunteer, etc.
 - "Becomes a piece of you"
- Borrow books instead in buying
 - Or to test before buying
- "Levels playing field"
 - Do not need to pay for access to books, DVDs, etc.
- Architecture is important, inside and outside, examples include
 - Common Room in Rockland Library
 - Window seat/reading room/ carrels/ spaces to sit and read
- Books on tape and CDs
 - Affordable
- Find older books, out of print, etc.
- Access to computers
 - When own computer is broken
 - Levels playing field/ if you do not purchase
- Download books
- Reference materials (less so currently)
- Programs
- Adult programs examples include: fiber arts, writing group, NP education series with...

4. What is the one thing you like most about Rockport Public Library (RPL)? What is the one thing you like least?

Most:

- Friendliness
 - Building and people
 - "Feel for being accessible"/ "Not on pedestal"
- Like that it's in town- visual termination point, civic structure
- Library is center of Rockport
 - "Happening place in the Village"

- Willingness of staff
 - Go above and beyond
 - Non-judgmental
 - “Know my children’s names”
 - Help children become avid readers
 - Atmosphere
- Like set-up of children’s room, “everything I want is in that space”
- Programs- wish they could do more
 - Book group- staff support to group
- Staff
 - Suggests new books to try
 - Knowledge of readers
- Small enough to see people you know, meet new people
 - Not like a big city library

Least:

- Parking!
 - “Sometimes we’ve not gone due to no parking”
- Too Small
 - For all programs need more interior space
 - Programs to not interfere with other uses
- Bathroom (needs to be more than one)
- General accessibility
 - Need to “make commitment’ to get to library
 - Opera House parking too far away
- Safety of parking/crossing streets
 - 5 street intersection busy/dangerous
- Very small teen area
 - Need better place to “stay involved” with books
- Convenience – Opera House seems to have enough parking
- Parking is related to amount of time you might spend in library
- Seems to be fewer kids in village, location is challenging, less convenient to walk to
- Working people may have trouble accessing library due to hours (i.e. night hours)
- Accessibility to/or within or comfort with the library for those using wheelchair or walker
 - “I couldn’t have maneuvered (my) wheelchair” around library (when my leg was broken)
- Librarian’s office (upstairs)
 - Need more space, more professional space
- Noise- Not soundproof/confidential/quiet/office space
- “Extra stuff” chairs in pathway, etc.
 - “need storage”

- Need other space for librarians besides office
- Space for carts, books, chairs, extra room to maneuver
- Finding parking/using sidewalks when have kids
- Coat-rack/space needed
- More computers
 - How do people know....ex: laptop access, etc.

5. What would help Rockport Public Library meet our community's needs?

- More room
- Good architectural design
 - Needs to deal with parking
 - Provide different spaces
- Efficient use of space
- Adequate/accessible/safe parking
 - Like you get at town office
 - “Dedicated parking”- a parking lot, not street
 - Flexible to use for different amounts of time spent in library
 - Example drive through at another library
- Modularization- allow to open spaces, isolate spaces
- “Closed door” space for private conferences and conversations space; ex: tax, attorney consults, etc.
- Expand:
 - The park
 - Other building combine
 - Skywalk
- Better communication with meetings- people be able to see all the information to make decisions
- Have a survey for those who couldn't be here
- Try to reach out to all residents
- “People for our neighborhood not here”
- Need multiple methods to gather input; examples include calls, mail survey, web survey
- Dedicated liaisons to groups/organizations to find out how library can best serve community
- Resources/collection
- Small businesses and entrepreneurial development

6. You're looking into a crystal ball. How are we using OUR library in 2030? What will we need?

- Need to be more accessible
- Electronics

- Access library information through the internet
- Serve social need more than information need
 - Examples meet with friends, attend club/group
- Historical resources, archival material, town history
- Drive up window/ book drop off
- Space, resources for genealogy
 - Staff support for this
- “More information we have, more help we’ll need” to find and use (the information)
 - More librarians, fewer books
- School kids use for projects, study group, etc. With diverse group with “level playing field”
 - Reserve-able work space
 - Kids’ spaces
 - (Middle and high school are going to Camden Library)
- Free meeting spaces
 - Kids, groups, non-profits, etc.
- Movie showing, community events, seminars, educational events, etc.
- Center of learning and community gathering: will need
 - Longer hours (especially at night)
 - Space for meetings
- Space for lecture/small room for 30 people
- Space for fee for businesses
 - Meeting space
 - Audio visual resources
- Space for ongoing book sale (exists in front of building)

7. What is one thing you learned about Rockport Public Library or library services that you did not know before tonight?

- Laptops/tablets available
- Delivery service
- Inadequate staff work space
- Existing is not adequate
- Increasing circulation/usage (from chart/handout)
- Where we are in process-
- Need for a meeting session during the day
- Share meeting notes around town

Rockport Public Library Listening Tour #5: Glen Cove (Riley School)

December 3, 2013

Facilitators: Jane Haskell & Sara Trunzo

Pages 23 - 27

2. Why are you here tonight?

- Interested to hear about potential expansion or construction of library
- Concerned with literacy needs of “struggling population”
- To speak as a reader
- To speak/advocate for students who are not here
- Use and value library as community resource
 - Want value to grow
 - Value staff
 - Want to have best library we can have
- Followed Pat’s advice to attend
- Chose (this listening tour site) based on location of meeting
- “Best Library” - example: Blue Hill library
 - Serves present community and will in future
- Don’t have strong opinion but want to hear comments, opinions, etc. of others
- Nice to hear different view points, needs, desires

3. What do you like about public libraries?

- Can get all types of interesting resources for free
 - Useful information
 - Can borrow for long enough time to read
- “Great equalizer” doesn’t matter how much you have, can still use library and resources
- Computer/internet resources at no cost. Examples:
- Math programs with tablet;
- resources from school/organizations link tools
- “Heart of community”/ “town living room”
- People come to meet, relax, it’s quiet, comfortable
 - Social and informational aspects
- “Information centers” examples: Affordable Care Act, taxes, etc.
- Libraries tend to be “ahead of curve” technologically
- Literacy in all shapes
 - Technology, financial
- “Best deal in town” small investment for many returns to diverse audience
 - Those researching
 - Using programs (example: ukuleles)
- Willingness of staff to help patrons

- “Like a search engine” but with staff who are willing to help you find things, use technology

4. What is the one thing you like most about Rockport Public Library (RPL)? What is the one thing you like least?

Most:

- Library is more helpful vs other libraries, other resources
- Staff willingness to help (much sentiment here)
 - Have gotten help using computer
- Staff knows who you are
- See people you know/ talk with neighbors
- “Private consultants” – you get good recommendations from staff
- Community event
 - Example: showing film, celebrate community
- “Embrace the community”
- Find/suggest resources
- Inter Library Loan greater choice of books
- Nice recommendations on audio books, movies,
- Camden, Rockport, Rockland could have cooperative card and specialized collection to maximize resources (ex: Rockport’s Marine Room)
 - Would make more financial and practical sense; minimize Inter Library Loan, patrons might travel to other libraries.
- Magazines
- Quiet room for reading, relax, etc.
- Can buy books for cheap
- Feels like you are coming into a home (need to keep this quality regardless)

Least:

- Not enough space
- Space limitation
 - Example: Books sold/discarded to make shelf space
- Bathroom- need another one
- Building is too small
- Concerned that conversations disrupt others
- Lacking parking (much sentiment here)
 - Small spaces
 - Worry about tires- sharp curb
 - Unsafe, busy street
 - Moving kids in/out of cars

- Driveways/turn- round
- Going round intersection
- Selection of moves could be better, more space needed
- More young adult books (Young Adults often go to Camden for YA books)

5. What would help Rockport Public Lib. Meet our community's needs?

- Annually ask community/survey to learn needs/plan
- Book sale
 - Needs sorting space, space available changes year to year
 - Example: community room
- Continue program for younger kids but also Young Adults/older kids.
 - Examples: Family Play's program, reading programs
- Growing population of remedial readers
- Community rating system
 - Example: 5-star etc. like Amazon, community recommendations
 - In Inter Library Loan books, space/system for comments/ratings
- To be more centrally located geographically
- Space for gatherings, meetings, forums, discussions
 - Place/space to get information
- Responsive to needs space for individuals/private events
- Flexibility to be available for different needs
- Needs to be handicap accessibility
- Space should be energy efficient
 - For cost savings
 - To model/demo.
- More technology/ more computer availability
- Tech-users be able to share, peer-to-peer. Examples: unreliable sites

6. You're looking into a crystal ball. How are we using OUR library in 2030? What will we need?

- Technology may change, but library will not change that much
 - Books, resources, community
- People will use library more aggressively
- More books, information added every year
- Community aspects may become more important as technology advances/ we have less personal interactions
 - Face-to-face community
 - Free/safe/friendly/comfortable "If library doesn't, who will"
- More personal/interactive ways of getting information
- Library is the second stop of new residents, come find out what's going on/information

- Information on schools, doctors, etc.
- Beyond books in a face-to-face way
- Information with personalization
- Multi-lingual resources
- Continue to be meeting areas, bring community together, learning center, virtual library
 - Examples: attend seminars/interact virtually
- Need to have tremendous amount technology,
 - Always will be books but fewer than now
 - Especially with younger people
- Need discussion/forum with teens to learn what they will want in future
- Will we see stronger partnerships with schools?
 - Support different learn styles
 - Homework help/after school
- Design a space with input from library staff regarding needs/direction of future library
 - Need to listen to library staff regarding challenges/friction
- Flexibility in thinking
- Flexibility in space
- Inadequate office space (currently)
 - Need professional space/ working conditions
- Age of facility may impact where we invest resources
- Gallery space of artists, performance and not
 - Ex: Community room in Camden
 - Especially with CMCA moving
- More specialized areas
 - Examples: Tech book area, café, etc. like Marine book area
 - More connected and also more fragmented
- Space dedicated to history of Rockport “genesis of Historical Society”

7. What is one thing you learned about Rockport Public Library or library services that you did not know before tonight?

- Area-wide library card
 - Can get books for free through Inter Library Loan but need to pay to go to other library
- Refreshing to hear new ideas, different perspectives
- Heartening/useful to hear value of library
- We have 5 laptops
- Didn't know about past process of design
 - Example: librarians previously not involved, etc.
 - Concern: Library will need to be shut down if renovated
 - Idea: use of CMCA

- Constructive thoughtful/comments from participants
- Concern: How to reach people who aren't here tonight? Small number to discuss important issue
- Liked different age perspectives

Comment cards

A total of 27 comment cards were written by different people. They are combined into one transcript. Comment cards were received at each of the sessions. *Bold and underlined words were so indicated on the cards with emphasis. Transcribed: Jane E Haskell*

Pages 27 - 28

- Lots of “free” information available but not all have access.
- Information needed: has population of Rockport changed – new needs with town growth?
- Circulation shelves/area are too small and congested.
- Why no discussion of making more street parking (i.e. right in front of the library) for handicapped and seniors only?
 - Right now those spaces are all used by workmen, lawnmowers, etc. that is why there is a problem.
- With all these questions, why is there no question addressing expanding at the current location and using sites near-by? Why is it all about rebuilding?
- I want us to create or make a library that is large enough and flexible enough to be functional for the next **50-75 years** – not a mere 15-20 years (as the current one has done). We don't know what changes will take place, but we know **now** we need more space and different spaces such as more room for computers, enough room for staff to work and to relax, room for storage, a place for the Friends to store books for the book sale, a room to meet, a space for young adults, for children, for reading, and for conversation and who knows what else – but we could grow on that site. We need an accessible facility with enough convenient parking to allow a large group (50-75) to meet – to allow children and older people to get into the building safely and easily.
- I am offended we have to break up our little town of 3,300 into 5 separate villages – that is not healthy!
- Questions and discussion seem to be slanted toward rebuilding.
- Like most about Rockport Public Library: ambiance comfortable, cozy
- Library services as community for children, youth, adults, old and young.
- Need: books, films, internet, lectures, movies for public (no popcorn)
- Location preference: parking!
- This is a taxpayer issue not an issue for non-taxpayers
- Town planning – allow growth, recognize new community centers.
- Don't lose the intimacy
- Nice to be “human-scale”
- Goal: provides good parking and less tricky traffic
- New community center – town growth, new neighborhood

- The library committee has not provided the community with the rationale for building a new library at a different site. They say they have tried, but as a reasonably informed resident, I have heard nothing.
- The library is the one place in town where all ages and social circles intersect and interact.
- For free access to information.
- Why here? To make sure all the facts are clear to everyone in Rockport.
- What I like: It is cozy, very nice feeling, small feels comforting.
- I am interested in seeing a more creative use of the current space.
 - Don't let library get too big to lose the "coziness". Rather have cozy than over sized rooms. Human scale.
 - Would like to see the library become one of the most beautiful examples of architecture in our town.
 - More creative use of available space
 - Programs should be primarily educational-not just social i.e. mahjong
 - Do not create a library that is too large for the community. That is: Grand Central Station works in NYC but not in a small community. [N.E. Harbor] Library is a good example of a building too large for the community.
 - Facilitator and Library Chair talk too much.
 - Library committee needs to meet at a more convenient time 7:00pm
 - I encourage the committee not to lose "faith"
 - I would like to see a new, larger library in my life time!
 - Don't spend too much
 - Does the community get to hear what the staff needs or wants?
 - Parking is never an issue for me with two young children.
 - How about more parking signs and directions? Can we print out a map?
 - Don't move our library
 - At some point, I think there should be a cost comparison between up grades incurrent library and new library in different location. (RES-where town already owns property)
 - I appreciate the past, that the library is in a traditional village setting next to the village green and not a new building surrounded by an asphalt desert.
 - Email blasts
 - I really like RPL's current location and size. If we can keep it the same but make it better, I would love that.
 - It's close to the Y-can walk from there. Close to Beauchamp Point for a walk or hike.
 - I have not had a problem parking. Ever. That I can recall. With kids or not.
 - We do not need an auditorium at the library. If the middle school incorporates one it that redesign (pay attention into that process).
 - There was a lot of discussion about people using Rockport/Camden/Rockland libraries. Should each be all things to all people or should each be a center of excellence?
 - Circulation shelves/areas are too small and congested.