



INTERNAL FACILITY NEEDS ASSESSMENT – J. V. FLETCHER LIBRARY FALL 2013

CONTEXT

Since 2000, the J. V. Fletcher Library has been predicting and preparing for its twenty-year anniversary in the 1988 addition/renovation. The Board of Library Trustees has annually requested capital feasibility and planning funding to begin the process of preparing the library for the next Public Library Construction Grant round to be conducted by the Massachusetts Board of Library Commissioners (MBLC), the state agency charged with oversight and improvement of public library services. The Westford Library was in the original grant round for Public Library Construction funding in 1989, and in April 2007 (twenty years after our most recent ground-breaking) the J. V. Fletcher Library became again eligible to apply for a state grant award. As a successful grant application for this competitive state-wide grant round would necessitate a history of town appropriations indicating support for the future library project, the J. V. Fletcher Library is engaging in an INTERNAL FACILITY NEEDS ASSESSMENT as well as the pursuit of feasibility funding to poise the Town for inclusion in the next competitive grant application and funding cycle. Currently the J. V. Fletcher Library is working with the Permanent Town Building Committee on a competitive Planning and Design Grant due January 16, 2014 to the MBLC. It is in anticipation of a future Public Library Construction grant round (potentially in FY2016 or FY2017) that the Town of Westford seeks funding for feasibility and planning activities.

LIBRARY VISION AND MISSION STATEMENTS:

J. V. FLETCHER LIBRARY VISION STATEMENT:

- The J. V. Fletcher Library is a global gateway dedicated to serving the Town of Westford and committed to celebrating the community's heritage, diversity and multiculturalism.
- Library patrons of all ages and socio-economic circumstances experience the Fletcher Library as a responsive, innovative resource meeting their unique needs and offering a personal library experience.
- Lives are enriched and enhanced through the lifelong exposure to, and exploration of, life-changing ideas, creativity, information and evolving technologies.
- In a world of rushed and removed relationships, the library offers both a virtual village and a space of sanctuary and community.

Approved by the Board of Library Trustees, June 4, 2012.



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MISSION STATEMENT OF THE J. V. FLETCHER LIBRARY:

The J. V. Fletcher Library serves as a progressive responsive community resource, dedicated to the informational, cultural, educational and technological needs of its patrons. The Library supports its users in their lifelong pursuit of learning, personal growth and self-fulfillment. It encourages the young in their exploration of, and celebration of, the world. The Library is a resource for exploring and using new technologies, collections and media. The Library provides a gathering place for community members – in all their diversity – to meet in social engagement, to share discourse, to ponder divergent ideas and to engage in civic connection. The Library strives to be both reflective of and responsive to the community. It also seeks to be in the forefront of professional library service – attracting and leading the community into the future in a warm and welcoming public setting.

Approved by the Board of Library Trustees, July 9, 2012.

CURRENT FACILITY DEFICIENCIES

The Library has exceeded the twenty-year-design anniversary by five years, and service needs exceed the space envisioned and built in the most recent 1987-88 addition/renovation. As community planning survey responses have reflected since the mid-nineties, the Fletcher Library’s under-sized Children’s Room is a major deficiency. This space was always constrained by site considerations (the original site required a septic system). The Children’s Room holds only eight study chairs, and provides no computers for juvenile research or game use (only two public catalogs). A child needing to conduct a computer search, or a parent with toddlers or an infant, is forced to use the adult Reference Department – where only 11 terminals are available for ½ hour stretches. According to current library standards, we should provide one computer for each twenty patrons in our daily gate of 800 – i. e. 43 computers in the current building. We should offer 5 study chairs per thousand population – or 105. The library currently offers 59 study seats. During the four-year Library Improvement Project in which we refreshed, refurbished, re-organized and re-furnished the library, we added or reclaimed one-half mile of new shelving – but this expansion of collections has constricted seating and study areas. In the juvenile area, in Biographies and in Reference, collections are shelved too high for safety or easy access. Juvenile collections have spilled over into one of the Browsing Parlors and forced other high-interest collections (such as Large Print) out. Collections additionally are being downsized to fit into available space (paperbacks). The library offers a single tutorial room, and no group study spaces. While the 4-Phase Library Improvement Project has addressed some space efficiencies as well as the cosmetics of new paint, carpet and furnishings, the library could currently use half again





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its footprint to offer services to the current Westford public – a high-usage town with demographics associated with heavy library use. As a comparison, the Falmouth Public Library recently renovated and re-opened with 38,000 sq. feet of space (versus the Fletcher Library’s 22,460); in 2008 the J. V. Fletcher Library holdings exceeded those of Falmouth by approximately 1,000 items.

FACILITY NEEDS BY SERVICE AREA AND DIVISION

YOUTH SERVICES AREA:

Facilities for Youth Services

Per the Standards for Public Library Services to Children in Massachusetts public libraries should have a specific area which is equipped to provide developmentally appropriate children’s services. This area is open the same hours as the rest of the library and is accessible to appropriate program space. All areas of the library are designed to ensure children’s ease of access and use. A well-planned and maintained children’s area which is suitably staffed underscores the benefits of the children’s library experience. Attending to the spatial needs of the children department supports the librarian’s goals to deliver a full and evolving complement of children’s services. The appearance of the children’s area shall be inviting and stimulate the use of a variety of resources. The children’s area shall be an integral part of the whole library located in such a way that children have easy access to other library services and in compliance with guidelines set forth by the Americans with Disabilities Act.

Current Facility Limitations	Needed Facility/Service Improvements
<u>Computers For Patrons</u>	
<ul style="list-style-type: none"> ● Children are limited to two stand-up, narrow computer stations that only access the online catalog ● Children must currently leave the Youth Services area and enter an Adult area to search the Internet ● Parents with youngsters or infants must leave the Children’s Area to do computer work 	<ul style="list-style-type: none"> ● Need at least eight computer stations for online research, educational software, gaming, etc. ● Need appropriately sized and configured computer stations, preferably in two sizes -- for children and pre-schoolers ● Need at least eight computer stations with adequate table space for online research, educational software, gaming, etc.



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Current Facility Limitations	Needed Facility/Service Improvements
<p><u>Computers For Staff</u></p> <ul style="list-style-type: none"> ● One computer at Youth Services (YS) service desk for patron assistance plus one wireless laptop ● One computer in YS office for five staff persons 	<ul style="list-style-type: none"> ● Need two desktop computers for patron assistance and the space to house them ● Need additional computers and larger staff workspace, with an un-shared office for the Division Head
<p><u>Program Space</u></p> <ul style="list-style-type: none"> ● One story time room that has only one entrance/exit; can seat comfortably 15 adults with perhaps 20 children on the floor. The room is shared as a meeting space for small groups and must serve as a storage room for prizes during summer reading program. ● One large meeting room that is shared with the public for 2x week Mother Goose and special family programs seating up to 75 ● Monthly Pajama Story times are outgrowing the Story Hour Room; Camp Read-A-Lot (summer PJ time) is held in Mary Atwood Hall due to size of group 	<ul style="list-style-type: none"> ● Need a space that can hold up to 25 adults, at least four tables for crafts, as well as 25 children seated on the floor. A larger Story Hour Room that is not filled with SRP prizes, etc. would allow us to run Camp Read-A-Lot in that room. As Pajama Story time grows, we will also need a larger space ● Need one large meeting room for library use only, to be shared by YS, YA & Adult services but not the public ● Need a space that can hold up to 25 adults, at least four tables for crafts, as well as 25 children seated on the floor. A larger Story Hour Room that is not filled with SRP prizes, etc. would allow us to run Camp Read-A-Lot in that room. As Pajama Story time grows, we will also need a larger space
<p><u>Collections</u></p> <ul style="list-style-type: none"> ● Collections have spilled out into the browsing foyer beyond the YS dept. ● Much of the juvenile collection is on shelves up to 6 feet high 	<ul style="list-style-type: none"> ● Need four times the current floor space to house collections and patrons at the CURRENT level ● Need to meet Juvenile shelving standard heights of 36" to 42" high

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Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> ● In spite of constant weeding, shelving in all areas often fills the complete length of the shelf from end to end ● Wherever there is lower shelving, the tops have been filled with bins to hold more of the collection ● Shelving units for media and picture books are not well suited to the format or the audience ● The location of some collections is based more on where they fit rather than where they are most logical to meet patrons needs; lack of collection cohesion and continuity <p><u>Seating</u></p> <ul style="list-style-type: none"> ● In the picture book area we have two stuffed chairs, one loveseat and one medium-sized table with 6 toddler chairs ● In the non-fiction/fiction area we have two study tables with 1 adult sized chair and three child sized chairs <p>● No space for strollers, coats, boots</p> <p><u>Work Space</u></p> <ul style="list-style-type: none"> ● YS Service desk is not designed for computers, is not ergonomic, drawers stick and do not provide best function, frequently need room for two staff to assist patrons and more room to work. ● The 80 sq. ft. YS office space is shared by three people 	<ul style="list-style-type: none"> ● Need additional shelving (current shelving results in "one-in, one-out" collection development); also, overflow carts block passage in the back of the room near the story hour room and bathroom ● Need more shelves and shelving units ● Need space for appropriate shelving units, rather than stacks mandated by current space constraints ● Need more space for appropriate groupings of collections in, or on, the most appropriate shelving units. Beginning Readers should be near the picture books and have a small table with chairs, plus some comfortable reading chairs nearby ● Need comfortable chairs to hold a child and an adult as well as small comfortable chairs for children, or a rocker for parents w/infants ● Need at least four tables with chairs, of different sizes to accommodate study and research for children. There should be some comfortable chairs in more than one size for individual or parent/child reading. ● Need space for strollers, coats, boots ● Need ergonomic, functional desk designed for two computers, two staff, patron & staff interactions, with ADA-compliant and child-sized work height ● Need office off Children's Room meeting standard (standard is 150 sq. ft. per staff person); with the Division Head not sharing an office



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Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> • Due to crowded conditions in YS office, shelves are too high and over a wide desk, making access difficult • When three or more staff are scheduled at the same time one often does not have a place to work if story times are in session or a meeting is scheduled in that room since the YS service desk will not accommodate two people. 	<ul style="list-style-type: none"> • Need bigger office with more storage space (standard is 150 sq. ft. per staff person) • Need larger work area for staff, preferably separate from the YS office, designed to fit the space, to meet work and storage needs
<p><u>Storage</u></p> <ul style="list-style-type: none"> • Office supplies (printer ink, paper, binders, etc.) need to be stored in YS office or in horizontal files in the public area, or in the Story Time closet which is not designed for this purpose • Summer reading program prizes, reading logs and flyers are stored in the Story Hour room from late April through August, thus precluding use of the Story Time room for programs • Due to crowded conditions in YS office and behind YS service desk storage of materials in plain sight makes the spaces look messier than if all items could be behind doors in cupboards or closets • Story Hour room closet is too small and has inconvenient sized cupboards that do not take standard sized storage containers. • Under the stair storage closet downstairs that holds materials for crafts, costumes, seasonal decorations is too small, crowded, and difficult to access • Storage closet stacked precariously high, and dangerous 	<ul style="list-style-type: none"> • Need larger storage area, to accommodate office supply space and storage needs, apart from programming needs • Need larger storage area, designed to fit the space and storage needs • Need larger storage area , designed to fit the space and storage needs • Need larger storage area, designed to fit the space and storage needs • Need larger storage area, designed to fit the space and storage needs



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Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> ● New storage closets downstairs provide convenient access to load materials into Meeting Room for Mother Goose Time but make it less convenient to access materials for preparation. <p><u>Other - Safety & Comfort</u></p> <ul style="list-style-type: none"> ● The bathroom in the Children's Room is not large enough for a changing table, not handicapped accessible, and too small for a parent, toddler and stroller ● The Story Hour room only has one entrance/exit ● The Children's Room is near the top of the stairs and cannot be closed off by doors ● The Children's Room has only one handicapped accessible entrance/exit and both exits are on the same wall 	<ul style="list-style-type: none"> ● Ideally, all program rooms and storage would be on the same floor and accessible to the Youth Services department for ease of access for planning and patron attendance. ● Need Family Restroom with changing table, accessibility and space for a parent, sibling and stroller ● Need larger Story Hour room with two entrance/exits, perhaps one directly from the outside. ● Need egress doors to limit and control small children's freely exiting area ● Need Children's Room with two entrance/exits, perhaps one directly from the outside.

YOUNG ADULT AREA:

Facilities for Young Adults

Per the Standards for Public Library Services to Young Adults in Massachusetts provided by the Massachusetts Library Association, every public library must have a clearly defined, separate area designated for young adults. This young adult area should be accessible to all adolescents, easily visible, functional and flexible in design. An environment that is comfortable and arranged to accommodate noise and movement will make young adults feel welcome. The design and graphics should make it evident that the area is for teens. Young adult involvement is essential in establishing an effective, dynamic young adult area.

Space for Young Adults

The young adult space should be established in a location that is easily supervised without making young adults feel intimidated. Because young adults need access to reference materials and assistance, proximity to reference services is important; close access to media collections is important for this age group as well. The space should not be adjacent to the children's service area. If the young adult area is unable to house

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programs and activities, teens should have equal access to other program facilities within the library. The space itself should be in compliance with the [Americans with Disabilities Act](#). Per standards this area requires the following:

Current Facility Limitations	Needed Facility/Service Improvements (per MLA Standards)
<ul style="list-style-type: none"> • The Young Adult Department offers only four chairs for leisure reading and socializing. • There are no tables to allow for individual or group study other than the café tables. Young Adults currently can use the Café tables in the FA Department. • There is no physical space for a public service area or workspace for the young adult librarian. • There is an extreme lack of shelf space for our ever-growing Young Adult Fiction & Non-fiction collection. The Young Adult Department Librarian(s) must continually weed (or discard) materials from shelves throughout the year so overflow does not occur. YA non-fiction and Biographies are now inter-filed with Adult Non-Fiction. • The YA Department needs adequate shelving to highlight new materials for the YA Collection, shelving units to display booklists and other feature items, and two bulletin boards and an easel featuring YA posters. • There is no computer access in the Young Adult Department. YA patrons must access computers at one of two terminals in the Fine Arts Department (located under the stairs adjacent to the YA Department) or one of seven terminals in the Information 	<ul style="list-style-type: none"> • Need space for leisure reading, study, socializing, and electronic networking. • Need individual and group study spaces, potentially a homework center. • Need a public service area and workspace for the young adult librarian. • Need sufficient shelving for a diverse collection • Need display space beyond current slatwall; exhibits cannot be mounted for lack of space. • Need computer access proportionate to teen population

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Department (located on the main floor of the Library). The Library now has WIFI, thus allowing those with a laptop and WIFI card Internet access. Laptops are loaned from the Information Department.

- Stack space for the Young Adult collection is well beyond working capacity and materials are shelved more densely than is recommended by generally accepted MLA standards. More shelving is required to handle the influx of new titles and formats.
- The Young Adult Department offers only four comfortable, colorful, and durable chairs and one very small coffee table. There currently are no tables to provide workspace, study space or group study areas for the YA patrons.
- The Young Adult Department has color-coordinated directional and informational signs demarcating the various formats within its collection.
- The Young Adult Department is in close proximity to the very busy Fine Arts Service Desk and staff-use phone. This service desk is not designated as a Young Adult desk.
- There is no listening and viewing equipment within the Young Adult Department. Ear-phones can be obtained at the Information Department.
- There are no computer terminals in the Young Adult Department. YA patrons must use one of two terminals in the Fine Arts Department (located under the stairs adjacent to the YA Department) or one of seven terminals
- Need additional expanded shelving for materials in various formats (see matrix of shelving added in 2007)
- Need comfortable and durable seating and tables for group and single study
- Need distinct teen room or YA area (directional and informational signs are adequate but contiguity to Fine Arts creates congestion and poor way finding)
- Need staffed public service desk for this age group located near a Young Adult Librarian's office space
- Need Listening and viewing equipment.
- Need designated computers and peripherals



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in the Information Division (located on the main floor of the Library).

- There is no programming space in the Young Adult Department. The Young Adult Librarians hold all Young Adult Programs in the Library’s Meeting Room and the Young Adult Advisory Board (YAAB) meetings in the Story Hour Room in the Children’s Department.
- Need a YA Programming Space – which might double as computer training or conference space

REFERENCE AND INFORMATION SERVICES AREAS (SERIALS, INTER-LIBRARY LOAN [ILL], LOCAL HISTORY):

Current Facility Limitations	Needed Facility/Service Improvements
<u>Reference Area</u>	
<ul style="list-style-type: none"> • We only offer 11 Internet computers to the public. Patrons must wait for a computer or cut their time short, after being asked to allow a waiting user the machine. • Print Reference materials are currently shelved at 7 ft. height. This collection is slated for weeding by at least ¼ to make more space for Adult Non-Fiction titles which are housed in the same range. • We only have room for six study tables in the Reference and Mezzanine Areas, with a single carrel and a computer bar. These tables are almost always occupied. Patrons must move to other levels to study or work when they may prefer to be within close proximity to the Reference collection and Reference Librarian. • Limited Silent Study area (only eight seats) 	<ul style="list-style-type: none"> • Need room for 36-45 computers/laptops/iPads the public could utilize for personal use and the staff could utilize for public and staff computer training. (See High School library with 50 terminals). • Need added shelving (see matrix of shelving added in 2007). • Need to meet the study seat standard of 4.5 – 5 seats per 1,000 population; Westford should be offering 95 – 100 study seats currently. Throughout the entire building, Westford has 81 study seats. • Need added silent study options

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- no individual study rooms
- no group student rooms are available to users
- Need individual study/tutorial rooms
- Need group study rooms

Serials

- We are at maximum capacity for the number of paper serials that we can subscribe to due to limited shelf space (shelving was designed for three titles per bay, has at times housed four titles per bay – we have weeded back to three titles per bay).
- We are at maximum capacity for the number of newspaper titles due to the space limitations of our newspaper shelving.
- The serials archives area on the second floor is inadequate; in order to make room for the growing adult fiction collection, we had to reduce our archive holdings from 5 years per title to 2 years.
- Need additional shelving
- Need additional shelving
- Need compact shelving back-issue retention shelving, were this collection on a lower level

Current Facility Limitations	Needed Facility/Service Improvements
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Inter-Library Loan & Network Transfers

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| <ul style="list-style-type: none"> • Interlibrary loan sorting, packing and routing take place in the Technical Services space and encroach upon book processing, mending and acquisitions. | <ul style="list-style-type: none"> • Need a distinct ILL processing, routing and sorting area with a delivery dock and conveyor belt, which could double as collection sorting space and deliveries receiving space. |
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Archives And Local History Area

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| <ul style="list-style-type: none"> • The Local History/Genealogy Librarian’s work space is the Mary Atwood Hall which houses our special and historical collections and archives. This room is also used as a public meeting room so staff cannot | <ul style="list-style-type: none"> • Need a ground-level, climate-controlled, designated Local History and Special Collections space accessible to students, scholars, writers and researchers. |
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access the collection or computer when the space is in use by the public.

- Shelving is not archival-quality nor preservation quality
- Area is not climate-controlled to protect holdings
- Microform holdings and equipment are two floors away
- No computer, study or research space is available to scholars
- No scanning or digitizing space is available
- Need compact shelving and preservation-quality storage units
- Need climate controlled space with water sensors and security
- Need space for microforms and reader/printer
- Need staff monitoring space and public research space with public computers
- Need space to scan/digitize collections for remote electronic access

Current Facility Limitations	Needed Facility/Service Improvements
<u>Information Services Office</u>	
<ul style="list-style-type: none"> • 3 full time employees share two desks and two computers in 115 sq. ft. office 	<ul style="list-style-type: none"> • Need additional workspace and storage space dedicated to inter-library loan activities and local history collection activities (standard is 150 sq. ft. per staff person); Division Head needs an unshared office

Current Facility Limitations	Needed Facility/Service Improvements
<u>Information Services Public Desk</u>	
<ul style="list-style-type: none"> • Service desk is not designed for computers, is not ergonomic, drawers stick and provide poor functionality, frequently need room for two staff to assist patrons and more room to work 	<ul style="list-style-type: none"> • New desk designed for computers, devices, two staff, ergonomic, patron & staff friendly, designed to fit the space and work space needs

TECHNOLOGY AND SYSTEMS NEEDS:

Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> • No designated computer training space or computer systems/telecom closet 	<ul style="list-style-type: none"> • Need more room for 36-45 computers/laptops/ipads the public could utilize for personal use and the staff could utilize for

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- Computer work carrels are inadequate
- No Wireless Printing
- No public color copier
- Insufficient adaptive technologies
- No public address system
- No facility electronic security (video) system
- No Meeting Room permanent AV equipment
- Two full time staff share 66 sq. ft. office one floor away from the Circulation Desk area
- public and staff computer training. (See High School library with 50 terminals).
- Need more spacious carrels for study, working papers, research materials and note taking
- Need wireless printing capabilities
- Need public color copier (revenues)
- Need the following Adaptive Technologies:
 - Scanner R Compact 2
 - Zoomtext
 - Human Ware: Braille Note Apex BT Notetaker
 - Microsoft Accessibility Accessories
 - Accessibility Wizard
 - Narrator
 - On-Screen Keyboard
 - ReadPlease! Text-to-speech software
 - Access to Dvorak Keyboard
 - Large Vision Print Keyboard
 - Assistive Listening Devices (FM system) for the hard of hearing for use at library events.
 - Sign Language Learning Workstation Computer
- Need PA system in emergencies
- Need video surveillance and security cameras
- Need state-of-the-art sound, address and presentation equipment in one public meeting space
- Need System staff workspace and equipment repair and diagnostic space (standard is 150 sq. ft. per staff person); Division Heads need unshared office



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CIRCULATION, FINE ARTS AREAS:

Current Facility Limitations	Needed Facility/Service Improvements
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Circulation Division... Collections

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| <ul style="list-style-type: none"> • Circulation Desk is not child-friendly, ergonomically-designed or ADA compliant • Hold shelves are not user friendly. Shelves are too long, too high and staff line of sight is obstructed by lighting. • Staff dependent check out • No circulation office or work area behind circulation desks • Two full time staff share 66 sq. ft. office one floor away from circulation area • Empty book trucks obstruct patron access • Popular, high-profile collections have been moved from browsing foyers for lack of space (large print, audio, paperbacks) • Current shelving capacity is exceeded in almost all collections causing use of overflow book carts | <ul style="list-style-type: none"> • Combined, ADA compliant, ergonomically friendly service desk which address a variety of users and staff • Ergonomically friendly hold shelves with backings, built in book ends, which are not too tall and have appropriate lighting • Self-check, capable of scanning mobile devices • Need a circulation work area and/or collection holding area • Need a Circulation office situated near the public desk (standard is 150 sq. ft. per staff person) • Need holding space or work space to remove book trucks from public aisles • Need to design ample space to showcase the newest, most popular collections on display-type units • Need additional shelving for all print and non-print collections (see matrix of shelving added in 2007) |
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Fine Arts

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| <ul style="list-style-type: none"> • Current shelving capacity is exceeded in almost all collections causing use of overflow book carts and lack of shelving space, accelerated weeding • Inadequate storage for media supplies, cases, and seasonal collections • Inadequate computer access • No listening or viewing opportunities for the audio and video collections | <ul style="list-style-type: none"> • Need additional shelving for all print and non-print collections (see matrix of shelving added in 2007) • Custom-designed, additional storage needs • Need added computers for internet access, and public catalog searching • Need listening and viewing stations adjacent to media collections |
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Current Facility Limitations	Needed Facility/Service Improvements
<u>Meeting Rooms</u>	
<ul style="list-style-type: none"> • Not all meetings can be accommodated – requests are turned away • Parking is insufficient for meeting room use, daily patron gate and programming attendance • No conference room 	<ul style="list-style-type: none"> • Need additional public meeting spaces (one large, two conference and/or training, one craft and story time) • Need enlarged parking lot with additional handicapped spaces that could serve other buildings on the Common • Need Conference area (doubling as YA study area or computer training area)

Current Facility Limitations	Needed Facility/Service Improvements
<u>Technical Services (Receiving, Acquisitions, Cataloging And Data Entry, Materials Processing And Homebound</u>	
<ul style="list-style-type: none"> • The T.S. area is an open design concept, with no privacy. The Acquisitions Librarian is constantly interrupted by the FA staff to answer questions. • Windows don't open • No elevator close by to take carts up after books have been processed; one has to go to the public hallway to get to the elevator • Staff Entrance is through the Technical Services Division; this disrupts staff workflow and productivity 	<ul style="list-style-type: none"> • Need a separate Acquisitions office apart from this shared work space that is quiet so one can concentrate on certain tasks such as posting invoices, making calls to vendors etc. • Need windows that open for good ventilation • Need an elevator close to Technical Services to deploy carts of new materials • Need separate Staff Entrance that does not impact work area



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MATERIALS COLLECTIONS:

Shelving Added – Phases I - III:

Despite the following chart of shelving added or reclaimed during Phases I through III of the Library Improvement Initiative, additional linear footage of shelving is needed for almost all collections. Almost all Fiction and Non-Fiction shelving is at total capacity, while shelving at half-full capacity is the professional standard. The Fiction collection is being shifted and thinned annually; biographies have been compressed by being shelved higher. (In some aisles, removing a biography from a top shelf will knock a lighting fixture or a smoke/heat detector). Large Print – a collection which should be (and once was) shelved in the Browsing Parlor has been relegated to the end of Non-Fiction, for space reasons. This is the result of Children’s collections overflowing into a Browsing Parlor formerly used for new adult collections. Paperbacks have been culled by 33% in order to fit on the new shelving purchased for this collection – another instance of limited space trumping collection size and need. The following collections all exceed the shelving and footprint space allocated to them in the 1987-88 addition/renovation: Fiction; Non-Fiction; Young Adult; Large Print; Videos; Children’s Periodicals; Adult Periodicals; Reference. While the move to smaller media has been a boon given the library’s space constraints (CD’s taking less space than LP’s, DVD’s requiring less space than VHS, databases being purchased instead of Reference Books), lack of space has forced the library to shelve Children’s, Reference and Non-Fiction collections higher than is recommended or safe, and has forced the library to thin titles that might have been retained for a longer period. (Back-issues of periodicals used to be retained for five years, now are for only two years).

Young adult non-fiction and biography titles are now inter-filed with Adult titles, non-fiction DVD’s are interfiled with print non-fiction and locking cases have been removed from the DVD collection to create more space. Adult Fiction and Non-fiction collections) cannot be housed in the same area (i.e. are not just separated by one floor but two, and/or they live on opposite sides of a floor with a stairwell in between). There is no room in the stacks for any activity except browsing -- there is no space for: patrons to sit down and look over their selections or to relax and read; patrons to conduct searches on catalog dedicated PC’s; materials to be faced out, or displayed on a cube or kiosk. In every collection and division patrons have to circumnavigate book carts (with materials that need to be re-shelved) that block aisles and pathways to aisles.

See Matrix Below:

INTERNAL FACILITY NEEDS ASSESSMENT – J. V. FLETCHER LIBRARY FALL 2013

ADDED SHELVES:

Collection	No. of Shelves	Width (Inches)	Total
Videos	16	36	576
Videos	48	36	1,728
Non-Fiction	7	30	210
Non-Fiction	168	36	6,048
Ref.	4	24	96
Ref.	18	36	648
Fiction	21	36	756
Biography	24	36	864
Paperback	24	36	864
Historical Coll. (relocated)	30	36	1,080
Hold Shelf	1	112	112
Literacy	7	36	252
Children's Fiction	69	36	2,484
Children's Non-Fiction	6	24	144
Story Hour Room	6	30	180
TOTAL in inches			16,042
TOTAL in ft.			2,674

TECHNICAL SERVICES (RECEIVING, ACQUISITIONS, CATALOGING AND DATA ENTRY, and MATERIALS PROCESSING and REPAIRING):

Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> The Technical Services area designated for covering, mending, etc. has been slowly taken over by the ILL Dept. (red bins, carts, deliveries etc.) due to increasing inter-library loan activity. The department is running out of cart space for new material deliveries. The laminating machine is housed on the covering table, leaving less room for book covering, especially when two people are using the table at the same time. 	<ul style="list-style-type: none"> Need a distinct space for Inter-library loans and network transfers which might also double as sorting and storage space Need expanded deliveries and receiving space to meet the current and growing rate of orders and acquisitions Duplication and flier production area should be adequate to house the laminating machine, the folding machine and the paper jogger and not impact new materials processing

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- The designated table for book mending now houses the disc cleaner and Panasonic VHS player, leaving little space for book mending.
- Overflow of processing materials has to be placed on the top of storage cabinets.
- The area is shared by two divisions – Technical Services and Information Services. The Head of Systems also uses space to house overflow equipment, ex: computer monitor.
- At any given time, there may be as many as 10 staff/volunteers in the two rooms. The noise level can be quite elevated, interfering with efficient workflow.
- The TS area is an open design concept, with no privacy. The Head of the Division has to search out a quiet area in the building for private interaction with staff members.
- The receiver's work area is undersized. Many times she has to reposition boxes placed on the work table awaiting pick-up to allow room for unpacking materials and matching packing slips.
- Non-Technical Services staff frequently use these shared computers to complete their work
- Recycling and deliveries are stored in this area.
- Need expanded mending space to address the multiplicity of formats requiring mending, re-surfacing, etc.
- Need expanded storage to house an increasing number of bulky processing supplies
- Need distinct spaces for inter-library loan bin sorting, receipt, packing and routing activity
- Multiple uses and functions of the space exceed the footprint (work station standard is 150 sq. ft. per staff person)
- Need a separate Division Head office apart from this shared work space (as with all shared divisional offices, privacy currently is not afforded Division Heads within their work settings)
- Need expanded deliveries and receiving space to meet the growing rate of orders and acquisitions, returns, and packaging recycling
- Need additional work spaces and non-shared computers
- Need additional maintenance storage and functional space

ADMINISTRATION:

Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> • Administration affords no waiting room or space for hosting a small meeting • Photocopying – even confidential items – occurs in a public space 	<ul style="list-style-type: none"> • Need a waiting area or small conference table within the Administrative area • Need a mailing, faxing, copier, collating alcove or area within the administrative area

INTERNAL FACILITY NEEDS ASSESSMENT – J. V. FLETCHER LIBRARY FALL 2013

- Administrative files (although tasteful!) occur in public spaces throughout the building on three floors
- No restroom facilities on third floor next to Administration and Meeting Space
- The Director's and Assistant Director's Offices are on different floors
- Need additional accessible file storage, management and retrieval space
- Restrooms are needed on all levels that offer meeting spaces
- Need all Administrative offices to be contiguous, and to share storage,

MAINTENANCE, STORAGE, NON-SERVICE SPACES:

Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> • All storage areas, stock room and maintenance spaces are at capacity • Maintenance area storage is in utility spaces and boiler spaces • Certain deliveries require loading dock • Telecommunications are housed in the damp, cellar-like Maintenance area • Custodial closet is located on ground level only • Outdoor sheds are at capacity • No generator 	<ul style="list-style-type: none"> • Need separate Meeting Room storage closet for chairs, AV equipment, storage • Need designated maintenance storage areas apart from utility spaces • Plan for future delivery dock with conveyor belt, which could double as Bookmobile collection sorting space and ILL and supplies receiving space • Need distinct systems area • Need custodial closets with water hook-ups on all levels • Need increased outdoor storage space • Plan for a generator in case of power loss

SAFETY, SECURITY, CODE COMPLIANCE AND BUILDING ENVELOPE:

Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> • Inadequate restrooms space • No sprinkler system • 1988 Elevator does not fit gurney • 1988 addition stairs are no longer code-compliant • Address safety and traffic issues in 	<ul style="list-style-type: none"> • Upgrade and expand restrooms to code • Install sprinkler system • Enlarge elevator capacity to code • Address all code issues in 1895, 1963, 1969 and 1988 additions • Enlarge parking lot and address traffic

INTERNAL FACILITY NEEDS ASSESSMENT – J. V. FLETCHER LIBRARY FALL 2013

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| <p>parking lot</p> <ul style="list-style-type: none"> • 1969 flat roof has history of leaks • No energy baffle at Main rear entry; insufficient heat recovery in lower hallway • Original 1896 library had skylight in the Mary Atwood Ceiling | <p>flow and driveway safety; one way driveway traffic?</p> <ul style="list-style-type: none"> • Design new roofing tie-ins; discontinue flat roof areas • Design future rear North entry for New England climate and address heat recovery • Restore 1896 skylight if feasible and consistent with room function |
|---|---|

IDEAL OFFERINGS:

Current Facility Limitations	Needed Facility/Service Improvements
<ul style="list-style-type: none"> • Self-serve café is reclaimed space; space for meeting, socializing and eating has been requested in each of last two Visioning Surveys (since 2000) • Investigate possibility of Gift Shop • Investigate possibility of on-going Book Sale • Limited access because of open hours 	<ul style="list-style-type: none"> • Plan and design dedicated Café and kitchen support area in future library • Plan and design dedicated Gift Shop space to be staffed by Friends • Plan and design dedicated on-going Book Sale space to be run by Friends • Plan drive-through window, and plan 24-7 lobby with lockboxes for holds pick-up

ATTACHMENTS:

- 2012 Strategic Plan Community Survey Facility Results
- Library Circulation Statistics, FY13, FY14 to date
- ARIS Report, J. V. Fletcher Library, FY14
- Technical Services Statistics, FY13
- Library Space Planning Guide Worksheet (45,000-48,000 sq. ft.)