

# Post Construction Interviews

## What we can learn from others

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January 23, 2016

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# Background & Purpose

- ▶ The Sherborn Library Technology Committee previously presented results from a 2013–14 needs study which examined points of view from thought leaders in technology and library science along with users of the Sherborn Library
- ▶ Currently the committee interviewed librarians who presided over ten recent renovations\* to see what they did right around their build-out and what they might not do again if they had the chance
- ▶ The purpose of these interviews was to give the trustees and the building committee further guidance in the process of turning architectural plans into reality
  - Learning from those before us, can prevent reinventing the wheel
  - Whatever changes that can be made prior to finalization will lessen the time lost and increased cost of unnecessary change orders

\*These are results from a range of libraries and as such, may need to be modified to fit our town's needs. Further, other librarians' statements about shortcomings in their architects should not necessarily be associated with Beacon/Adams & Smith performance

# Methodology

- ▶ Salisbury Public Library (reopened 10/2/15)
- ▶ Terry Kyrie's (978) 465-5071
- ▶ [tkyrios@mvlc.org](mailto:tkyrios@mvlc.org) 11/6
- ▶ South Hadley Public Library (reopened Sept. 2014)
- ▶ Joe Rodeo (413) 538-5045
- ▶ [jrodio@cwmars.org](mailto:jrodio@cwmars.org)
- ▶ West Tisbury (reopened March 2014)
- ▶ Beth Kramer (508) 693-3366
- ▶ [director@westtisburylibrary.org](mailto:director@westtisburylibrary.org)
- ▶ Athol Public Library (reopened Jan. 2014)
- ▶ Jean Shaughnessy (978) 249-9515
- ▶ [jshaughnessy@cwmars.org](mailto:jshaughnessy@cwmars.org)
- ▶ East Boston Branch, Boston Public Library (reopened Nov. 2013 asked me to do with Boston Public Library)
- ▶ Margaret Kelly (617) 569-0271
- ▶ East Boston Branch, Boston Public Library (reopened Nov. 2013 asked me to do with Boston Public Library)
- ▶ Margaret Kelly (617) 569-0271
- ▶ [mkelly@bpl.org](mailto:mkelly@bpl.org)
- ▶ Millis Public Library (reopened Oct. 2013)
- ▶ Alexander Lent (508) 376-8282 (he was not the director during construction but may have an opinion on what he'd have done differently)
- ▶ [alent@minlib.net](mailto:alent@minlib.net) 11/6/15
- ▶ Westwood Public Library (reopened Sept. 2013)
- ▶ Tricia Perry (was also the director in Millis during construction and her Westwood predecessor retired after construction) (781) 326-7562
- ▶ [tperry@minlib.net](mailto:tperry@minlib.net)
- ▶ Walpole Public Library (reopened May 2012)
- ▶ Salvatore Genovese (508) 660-7334
- ▶ [sgenovese@walpole-ma.gov](mailto:sgenovese@walpole-ma.gov)
- ▶ Boston Public Library
- ▶ Michael Colson - Director of Library Services
- ▶ Librarians from Dover Sherborn Middle and HS; teacher of new social media class
- ▶ 3 Sherborn parents who work in technology

10 thirty-minute in-depth interviews done November, 2015 - March, 2016

# Findings

# General Observations

- ▶ Following is a series of observations that can be used as a list of checkpoints to make sure we have covered these while we can still change directions prior to cost implications
- ▶ Often architects are more experienced and involved in the building aesthetics and less about end users' needs
  - Will typically offer a basic wireless plan, when need much more bandwidth as usage grows younger and is used larger groups
  - MBLC estimates 73% more usage (people, not circulation). Make sure architect is designing for increased usage, not just square footage
- ▶ Today's Libraries are more about services; less about books
- ▶ More usage, more staff needed
  - Other libraries have separate
    - Technology librarian
    - Young Adult librarian – does teen programs, chess club, computer lab
  - Need to get town to budget for increased staff and maintenance costs

# General Observations

- ▶ Weekly meeting with General contractor, architect, town advisory board, building committee, building inspector, MBLC
  - Be involved; be pushy
  - Keep lines of communication open
  - Frequent visitors to site and on board as we go along
  - Architect tends to go more fixed in place rather than flexible / moveable
  - MBLC will have strong opinions as they have done this before; you can argue with them; we have to live with the results; push back is acceptable
- ▶ Be able to say “no” to the builders
- ▶ Talk with the workmen as to what is going on

# General Observations

- ▶ Go over plans with a fine toothcomb; have them explained
  - Huge pipe in front of building – fire suppression system – small circle on plan; huge vacuum intake pipe
- ▶ Get detailed interior plans done early, not as an afterthought
  - What technology, e.g., low voltage lighting, is part of the bid?
  - How many wireless access points are recommended? If x, need 3x
  - Corridor between lobby, community room and children's room
    - Access to a bathroom and security independent from main library
  - Ceiling plugs for drop down screens
- ▶ Make a mockup to size in the space before change orders are necessary
  - Circulation desk too large, too wide



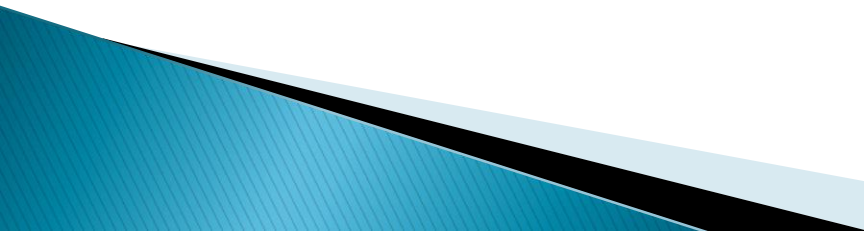
# General Observations

- ▶ Stay very organized so if a new Director came in, they would know where everything is
  - Keep daily diary
  - Decisions made
  - Changes to work orders
  - Additional vendors
- ▶ Create an operations manual collaboratively
  - Narrative about the building
  - Why and how it is changing
  - History of the design and its changes
  - Schedule of work requests, change orders and a vendor list on an excel spreadsheet
  - List of how to use the mechanical systems that are new to the buildings and who to contact in case of problems

# General Observations

- ▶ Where possible, be redundant – same light bulbs, same carpet – buy in bulk
- ▶ Who will answer questions after the construction is over? Not OPM, not builders; Architect?
- ▶ Permitting process can add time to process – find out when the permits are issued
- ▶ When library was in charge of getting the grants, we were all over the timetable
- ▶ Don't let the inclusion of a Project Manager and an Architect undermine the schedule through diffusion of responsibility
- ▶ They have less at stake if we lose a month or two. Cost over runs and excess rents can hurt a project's outcome
  - We have to remain vigilant and push for completion
  - Put a liquidated damaged clause in contract. If they are behind, they pay for your loses and extra costs

# General Observations

- ▶ Problem getting staff at our salary level – start early; if no technology librarian during construction, use a consultant for setting up technology and software in 2016
  - ▶ Using State Contracts and Mass Higher Education Consortium can get furniture without it having to go out for bid – enormous time saving
  - ▶ Recommend fewer internal walls; more flexible space
  - ▶ Do we have a landscaping plan? Is this in building architect's contract?
  - ▶ Conservation Committee may have a higher maintenance plan than we want/ can afford?
- 

# Children's Room

## ▶ At the Boston Public Library

- Natural progression in the layout of the entire children's room
  - Flow between age, interest, and reading level areas
  - The designer captured a sense of motion
  - Paths made from color blocks in the carpet or linoleum was helpful to steer small children to designated areas in the large space

## ▶ Boston Public Library used a holistic approach to design

- Picked up on the historical or classic themes of the original library
  - Illuminated cubs in the children's room juxtaposed to granite lions flanking the marble staircase in the McKim Building
  - City of Boston street sign themes
  - Boston children's authors' names on the mural evocative of the 19<sup>th</sup> century writers names' in mosaic in the McKim lobby.
- Used antiques to connect the generations

# Children's Room

- ▶ Other areas for consideration
  - “Sensory Wall” that toddlers and infants can crawl to. Easily involved the youngest children and occupied them while their parents looked on
  - Bookcase passageways allowed toddlers to walk through a break in the bookcases knowing it was just for them
  - Hanging “book birds” and globe lights added interest for infants looking up from carpet level
  - Story time/program room for pre-school set up like a small auditorium with flexible space; close it off; can reconfigure
    - Glass door folds back to completely open room if needed
    - Big chair for story reading
  - Books low to floor
- ▶ If plan to reconfigure frequently, need lots of storage space
  - Make sure closet isn't electrical closet
  - During the construction phase, mechanical space gets bigger while storage space gets smaller – be watchful

# Children's Room

- ▶ Soft seating; benches, curved lines; groups for 3–4
- ▶ Stacks on wheels and not 72” long– becomes too heavy
  - But wheels not hold up as well; make sure of quality and can bear the load
  - No more than 5 feet high; not customized – expensive and less flexible
- ▶ Some preloaded tablets; no set up for kids
- ▶ No interactive software (no money); library staff on interactive devices
- ▶ Family bathroom; changing station
- ▶ Sink; kitchen cabinets
- ▶ Doors should be wood not metal – noisy and hard to open for a kid
- ▶ No bathroom door with a window
- ▶ If want all glass doors for kids observation, make sure they are doing that and not a smaller window in a door

# 'Tween Space

- ▶ 'Tweens want the space to be distinct from younger children
- ▶ Want their designated areas to offer
  - Soft chairs
  - Study table
  - Gravitated toward a cavern-like reading area
    - Tucked away
    - Felt separate and private
    - Acoustically protected while still being visible for supervision
- ▶ Computers for older 'Tweens

# Young Adult Room

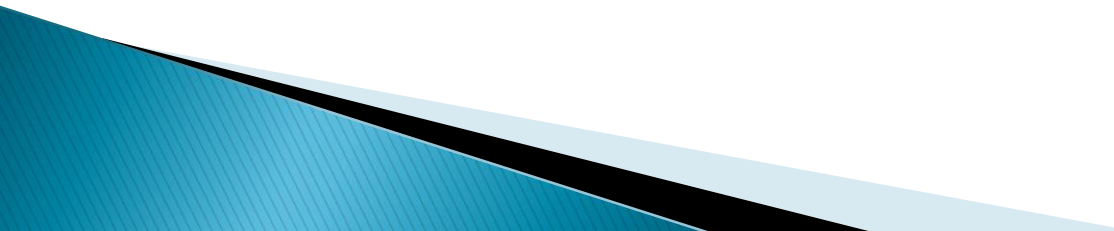
- ▶ BPL's minimalist atmosphere – didn't scream teen
- ▶ Liked banquet tables, collections of comfortable seating arrangements, conventional quiet study carrels and café style gathering spaces with food and covered drinks
- ▶ Need to have a budget that supports café style learning
  - Use modular carpets that can be ripped out of heavily used food and drink areas and be replaced without replacing the entire floor
    - Square blocks of alternating color that allow a block to be taken out independently
  - Be able to replace carpets every five years or so
- ▶ Need to have mix of private and collaborative space for different styles of learning (individual vs. group)
- ▶ Use private area more than expected– reservations hard to do
  - Study rooms – have 2, could use 6–10; everyone said most used
  - Strive for a balance of open interactive space with the need for “quiet” space



# Young Adult Room

- ▶ Large teen “lounge” and “lab” for viewing TV and creating media, interactive design
  - Lab space for programming classes; google doc work on same document at same time – may need Apple TV, Screen sharing, Bluetooth
  - Not using minis or tablets much; bring their own laptops – bigger screen, less personal
  - Instagram and Snap Chat replacing Facebook, except for organizations
    - Ways of creating a positive image of themselves
    - Text evolving into Emojis and other ways of personalizing communications

# Young Adult Room

- ▶ More likely to get 12–13 year olds than High School kids
  - ▶ Laptop Bar seats across a window; tables with removable walls down the middle
  - ▶ More programming needs – Young Adult librarian will be stressed staying on top of this
  - ▶ Need mix of PC and Mac machines. PC's are more app based
  - ▶ Short stacks on wheels allowed site lines for supervision and flexibility for this age group
  - ▶ Architect met with teen advisory board
    - Teen students and teen and children's librarians plus Architect
    - Went into Boston to look at interior designs, types of furniture, carpet, color combinations, etc.
- 

# Community Room

- ▶ Who is doing specs for meeting / community room?
  - Presentations
    - Smart TV / flat screen LCD Monitor over Projector
    - Projector expensive, soon to be obsolete
    - TV screens could work with future media more easily
    - May need a second TV screen if too small to see from all angles
    - Lighting and AV sound systems – app can dim lighting in front of room; Less locked into infrastructure; more light in back of room for traversing; hard wire speakers; Room darkening screens for day presentations
    - Make sure plugs and AV sound and video are not at different sides of the room
    - If show movies, screen has to be in center of room; controls in a closet?
    - Place for a microphone. There are some plug and play systems
- ▶ If you were doing group exercises by phone, could have mikes every few feet hanging down from the ceiling

# Community Room

- ▶ If doing a broadcast, have it on an outside server and then show it at Library
- ▶ Use independent local person with library experience to help with interior designs rather than architectural firm
- ▶ White boards over smart boards (too complicated – not used)
- ▶ If doing Ever Source or any utility company, get on their schedule now –takes forever
- ▶ If we are doing anything with this municipal pipe for whole campus, get parameters sketched out so it can be put down now
- ▶ For older population
  - Investigate assisted technology for community events for improving hearing (amplification may increase reception but not necessarily help with processing)
  - Look also at Real Time Translator (how far along has it come?) which puts the words on the screen while they are being spoken, like subtitles to improve processing by using multimodal communication

# Public Relations Challenge

- ▶ Over 64% of 6<sup>th</sup> grade through seniors in high school rarely or ever use the town library
- ▶ Facilities are seen as adequate at best
- ▶ Most student have better options elsewhere
- ▶ Our new building contains things they say they want and will use
  - They need to be directly challenged and informed of the changes coming
    - Send texts targeting them
    - Is there a school fair? We should have a booth to get email addresses for texts about new releases
    - Publicize their fund raisers, e.g., car washes, in exchange for email lists
  - They don't know we have a 3-D printer, can play games on line with friends or what movies or downloadable music we have available

# Technology

- ▶ Big picture
  - Wireless connectivity
    - Google screen sharing
    - Wireless Protection
  - Interactive, big flat screens everywhere
  - Ample power
  - Fun stuff
  - Work together, small table



# Technology

- ▶ Make a list of what we want to be able to provide to the community when we are done with this project. Then see if we have the technology in place to run it
  - For example, host a Sherborn Short Film Festival – do we have the technology to have such an event?
- ▶ Is there a technology bid as part of the package provided by the Project Manager?
  - Are the computers, etc. bid with the routers, wiring, wireless, etc. or are they split up over several parts of the contract? Try to get a handle on what is the total budget so consultant can say we are in range or way off target
- ▶ Library card – digital signage – integrate it now, not later
  - Track where they have gone, see where they are,
  - Establish separate accounts – internal and one for public security



# Technology

## ▶ Wi-Fi

- Password protected
- Have password expire every six months and force them to come into library and build a new password – teaching opportunity
- Can't hack other users
- Parental controls
- Have it age out –
  - Expire after a certain time so everyone who is not on internet is not using bandwidth
  - Have Wi-Fi cancel out when leave the library and have to log on again
- Bluetooth is only good for 15 feet – good for personal connectivity
- Whatever the bandwidth projected, double it
  - Use wireless wherever possible over cable – the future
- Free Wi-Fi – hang out; make sure it includes the outdoor seating & garden
- Keep it simple and easy to maintain
  - Have wireless zones overlapping so person can roam the building without losing connectivity or having to re-login



# Technology

- ▶ Wi-Fi (continued)
  - Extra plugs near windows
    - Plug and charging station for every seat
    - Tech bar for charging and PC's for kids
  - Phones and tablets interact; phones are able to project straight to a wall screen
  - Have all platforms for phones – i-phone; android, etc.
    - Apple no longer “bleeding edge”
- ▶ Investigate L fi Q – 2 internet lines (Verizon and Comcast) which can be combined to have 2 servers, one can become a virtual server and have two in one
- ▶ If have tablets, need them to be blocked to not get to “bad stuff”

# Technology

- ▶ Tablets for catalog; harder to type with; prefer laptops
  - I-pads used less
- ▶ Preloaded material on desktops for younger kids
- ▶ Moving more toward app based usage
- ▶ Electronic bulletin board (Dover) in front of library giving schedule and directions
- ▶ Smart TV monitors (not Smart Boards) selectively located, announcing programs and showing librarians' faces. The BPL staff there said it helps the public to identify them.
- ▶ Place to show patron made movies and artwork from around
- ▶ Can we use on-line calendar to set up community room?
  - Scheduling the community room, teen lounge and lab can be difficult
- ▶ Media collections will be the most vulnerable to becoming obsolete

# Technology

- ▶ Think about staff domain and public domain
  - Perhaps 2 servers – staff and public so you can experiment and not all down at one time
  - 3 Internet servers from the town through Comcast – 45,000 sign on / year
  - 1 wireless and six repeaters – 18,000 square feet
  - Wired Internet – support from Minuteman staff
- ▶ Desktop is cheaper and harder to steal;  $\frac{3}{4}$  of patrons bring their own laptops
  - Less need for desktops, but not zero need
    - An example of the ratio – 6 desktops; 10 laptops; 8 chrome books
- ▶ Figure out a way to secure laptops; useful because they can free up desk space when needed
  - ▶ Check with Alex Lent about cart for laptops
- ▶ Laptops be moved to do a computer lab; programming camp
- ▶ Clocks hard wired so they all have the same time

# Technology Design Items – YouTube

- ▶ Design to how one experiences the space
  - Have some surprises – turn corner and wow
  - Chair hoodie that creates single environments
  - Desks with a shelf above for additional surface area
  - Structural louvers that lower heat loss and change light patterns during day
  - Examine a book bot that saves space and changes the floor plan
  - Use glass to make quiet rooms that can be written on
  - Projections that can be 270 degrees

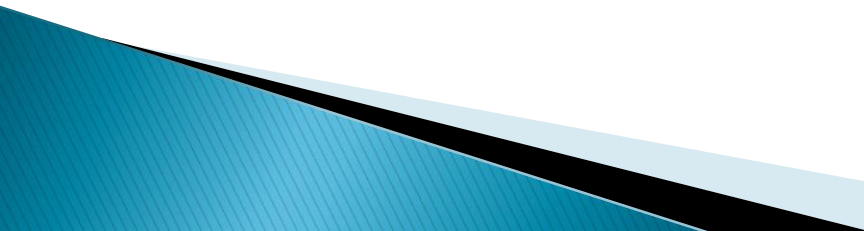
# Summary & Recommendations



# Summary

- ▶ The library experience is going through a renaissance. It is moving from being about books to becoming more of a social network and learning center
- ▶ Often architects are more experienced and involved in the building aesthetics and less about how a library functions and how a new building will increase usage. They have past experience of what is a “standard” wireless service. We need to be assertive about the growing future use of our community
- ▶ Doing a construction grant is a stressful process. The library staff is underprepared for the tasks at hand, because this is not their normal job. Therefore, there is a tendency to rely on the Architectural Firm and Project Manager to make many of the suggestions / decisions about the interior build-out. Resist this and do as much on our own as we can.
- ▶ Moving from the architecture to the interior spaces is a gray area. Some architectural firms are great with interiors and others less so. To minimize surprises and cost overruns, frequent communication is necessary. Going to the site weekly and asking questions is paramount to getting the job done well
- ▶ Challenging the architects and Project Managers is expected and appropriate, but not always encouraged

# Recommendations

- ▶ Don't rely on the experts to tell you what to do
    - Be prepared to argue for what the town library needs
    - The professionals are on our side, but they may lean toward the least difficult solution / cost side of the process
  - ▶ Strive for a balance between interactive and “quiet” space
  - ▶ Get an independent local contractor to look at the plans to see if they see areas for improvement
  - ▶ Add a Teen Advisory Board (Grades 7–10) to get feedback from the targeted end users and their families
    - ▶ Have them meet with Architect / designer to look at potential designs, styles, colors, etc.
  - ▶ Use targeted public relations effort to inform teenagers about what our new library has to offer them
  - ▶ Re-examine the parking, sidewalks and lighting to improve accessibility
  - ▶ Have a follow-up survey 6 months after opening of library evaluating the new building and its programs
- 

# Recommendations

- ▶ Ask library trustees to implement these now
  - Determine with the Building Committee, Architect and Project Manager what is the total technology budget
  - Authorize Head Librarian to look for a designer to help with the technology build-out and determine if the technology budget is reasonable
  - Ask the Architectural firm (or whoever is planning the internal space) to respond to this document and the building committee's concerns for the internal build-out



# Appendices

Electrical  
Heating  
Plumbing  
Telephone systems  
Sound  
Storage  
Parking  
Vendors  
Interactive Designers  
Other ideas/ Issues  
Wishes from Teens

# Electrical

- ▶ Need robust wireless for future usage as everything becomes wireless. Usage increases as teens hang out and study
  - Can't be underwired
  - Extra plugs and charging stations near windows and computer bar
  - If not enough plugs, have extra cords to lend out
  - Put plugs on walls waist high or on tables; under a table is hard to reach
  - Use drop ceilings – easier to put in additional plugs; tried to put in floating floor, but too expensive
  - Need less data ports; more wireless
- ▶ Get an independent electrician to look at electrical plans to see if need more
  - Get architect or OPM to label the sockets in colored pencils
- ▶ Signage for library; outdoor lighting designs
- ▶ Separate security systems (zones) so community room can be open and still have security in library

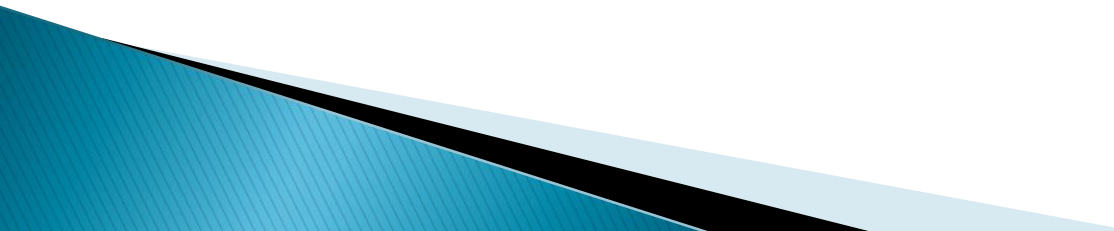
# Heating

- ▶ Generate list of certified technicians who service our heating, etc. without violating warranty – manufacturer can provide
  - May be located closer and be cheaper in price (Ask Project Manager about who can provide services without violating warranty)
  - Use local people who can service library in winter
  - Get references for work done elsewhere
  - Use independent HVAC who is not involved with construction for maintenance
- ▶ Potential Problems
  - Not an all new building. Difficult to get HVAC balanced between old and new buildings – who will help after construction is completed?
  - If go for Leeds certificate, don't give up manual controls so you can shut it off when Leeds system doesn't work
    - 42 lights out and can't turn them on
  - HVAC tried to put in industrial vent pipes – works in an urban setting; not a small rural library
  - Need a back-up generator if lose electricity

# Plumbing

- ▶ Separate bathroom with access to community room so library could be locked at night while a community presentation is going on
- ▶ Best if have access to two bathrooms with changing stations for children's room (if having group activities) as well as serving bathroom needs for community access

# Telephone System

- ▶ New phone system
    - Cat5e vs. Cat6 (too expensive; ask about price these days)
    - Voice over data or voice over protocol?
  - ▶ Is new telephone system in the bid?
- 

# Sound

- ▶ In circulation area need noise absorbing fabrics – bouncing sounds

# Storage

- ▶ Storage is promised, but never enough
- ▶ Need space for
  - Reconfigurations of flexible space
    - Have to move chairs from other floor; never enough storage space for the chairs
  - Building supplies – bricks, tiles, building swales – move some to the highway department
  - Attic stock, ceiling tiles, and carpet for backup repairs
- ▶ Children's area needs own storage space; put it in contract.  
Keeps getting taken away

# Parking

- ▶ Parking was mentioned as a reason not to come to the Sherborn library
- ▶ Parking is complicated
  - Shared space is confusing
  - Not inviting; not well marked or lit
- ▶ With increased usage, there will be need for greater parking availability
  - Could parking on Sanger Street be increased down by the church or on the Sanger Street side ?
  - Needs to be better marked and directional signs posted



# Potential Vendors

- ▶ Shanahan Sound 2<sup>nd</sup> mobile screen; FM Assisted listening device (Tricia Perry – Westwood)
- ▶ Whaley Computer central Mass – much less than state contracts
- ▶ Useful Co. – software out of a box for video walls? Digital signage
- ▶ Amazon – can get you anything; often less than state vendors
- ▶ Wii spec (or Will spec) independent look at plans
- ▶ CW Mars (storage)
- ▶ Literacy Station – not go there
- ▶ Mark Frydenberg – Director Computer Information Systems, Bentley University–781–891–2689; [mfrydenberg@bentley.edu](mailto:mfrydenberg@bentley.edu)

# Potential Vendors

## ▶ Other Resources

- Mass (Joe) Consortium? Every fall conference 100 vendors under one roof; WB Mason Gillette stadium
- Go to Tony Nuns, Whitley MA (he's from the library Community) with building plans with data drops marked by architect and ask if that plan is adequate and how would you cable that?
- MBLC staff – Patience, Roe, Lauren very helpful
  - Helpful with how many routers? Is there enough wireless?

## ▶ Brita Box – south shore – \$259/mo.

## ▶ Furniture – ORI Office Resourced Inc. on state bid list; used Systematics shelving

- Shelves with Wheels were too heavy to move around. Have to check if there are smaller lengths

# Interactive Designers

- ▶ May be too expensive – ask costs
- ▶ Museum of Fine Arts (Emily Silber) – Interaction designers
  - Genuine Interactive, who are local (<http://m.genuineinteractive.com/>)
  - Some of the bigger names in the field are NYC based, like Ralph Appelbaum (<http://www.raany.com/>)
  - 2x4 (<http://2x4.org/>)
  - Especially in terms of education, Night Kitchen Interactive out of Philadelphia has a wonderful reputation (<http://www.whatscookin.com>)
- ▶ Museum of Arts and Design (Ron Lobaco)
  - Art museums lag behind children's museums and historical museums, such as Boston's Museum of Science or Children's Museum of Manhattan, or the New York Historical Society or the Smithsonian, or perhaps the New York Hall of Science
  - François Brument – Designer
  - <http://www.in-flexions.com>
  - [francois.brument@in-flexions.com](mailto:francois.brument@in-flexions.com)
  - +33 683177191

# Other Ideas / Issues

- ▶ Ways of making up for shortfalls / further fundraising
  - “This old library” – local cable company, showcase for local craftsmen, branding opportunities
  - Sponsor a stack – \$250 – \$500; can’t choose content
  - \$10,000 – 20,000 for naming a larger room
  - Benches outside – \$1500–2000
  - Adult reading room – Roche Bros. – past support
- ▶ Potential Savings
  - Friends can buy technology deals for multiyear contracts since town only allows for 1 year purchasing
  - Use old furniture; replace later
  - Leed certified is extra payment 8 months afterward (\$160,000) – don’t give this up
- ▶ If we work with National Grid or Verizon try to find someone to talk to now. Very slow
  - Tech star with Verizon may be able to expedite

# Other Ideas / Issues

- ▶ Books moved to senior center; also used a local firm (Stirrup) who had a lot of space. They got a tax write-off
- ▶ Weed the collection before you move and again when you come back where there has been no demand for parts of it.
- ▶ If you come back for more and more design changes, ask OPM is this costing me (how much) more?
- ▶ Get middle and high school bus to stop at library so kids can come when they have half day Wednesdays or after school
- ▶ Verizon is hard to deal with; find a Town Hall liaison or OPM to get our project on Verizon's radar screen. Otherwise a time delay
- ▶ Find a cable commission – come in and plan. They can program your space so you can broadcast live for a community show

# Wishes from Teens

- ▶ Required reading material on public library shelves for middle and high school classes
  - ▶ LAN so can play games with friends
  - ▶ Massage recliner
  - ▶ Hot chocolate machine
  - ▶ Bean bag chairs in lounge
- 