

Isley Strategic Planning – Report for board retreat – 3/13/15

Introduction

For the past several months Library Director Kevin Unrath and Barbara Doyle-Wilch, library planning consultant, have been working with the Isley Board of Trustees and Library/Town Building Committee to gather information for the library as the Board works to update its strategic plan. As summarized on the pages that follow, this group has already

- conducted a Community Analysis Scan (pg 2)
- read widely and viewed presentations on innovative, best-practice public library services (pg 3)
- completed brainstorming activities and an in-house survey of customers (pg 3)
- surveyed library staff on their perceived needs for Isley (pg 4)
- and considered the results of a general public survey of space needs (pg 4)

Out of this process the following **Areas of Excellence** have been identified as possible areas on which Isley should focus its efforts.

- **Isley Library is a destination.** Inviting to all ages and incomes; active and vivacious; easy to access (parking and online); has something for everyone; well publicized activities and resources.
- **Isley Library is a safe haven for all.** This should include: security for individuals, building safety, safe access, “no bullying”, no stigma, equal treatment to all patrons, easy to navigate without assistance.
- **Isley Library plays a strong role in the development of young people.** This might include: literacy, discovery, excitement, coordination with schools and schooling.
- **Isley Library plays a strong role in the lives of older people.** Easy access both on-site and remotely, quiet, assistance available, programming, technology assistance and training might be considered.
- **Isley Library is a cornerstone of Middlebury’s vibrant downtown business district.** It is an attraction for businesses, entrepreneurs, visitors and adds to the new vitality of the downtown. A part of economic development planning.
- **Isley Library is the hub for community services,** education and recreational offerings. Collaboration with other agencies, organizations and services is active.
- **Isley Library collaborates with other libraries** in order to minimize “back room work” and deploy staff and volunteers to assist patrons.
- **Isley Library seeks new ways to find additional funding.**
- **Isley Library is the model for satisfied staff** and happy work environment.
- **Isley Library partners with MCTV** to offer public multimedia facilities and training that allow for the creation of professional-level productions.

The main task of this board retreat is to decide which Areas of Excellence Isley will focus on, and to craft a focused Mission Statement and inspiring Vision Statement in line with these Areas.

I. Community Analysis Scan completed by Chris English, Chris Kirby and Chris Watters.
(Attached as “Appendix A”)

- Population and projections for the future.

We discussed the distribution of ages. The dramatic drop in school population and young children is important to note as is the large aging population. While there was mention of the “flight” of young people from the community, this pattern could turn around in the future. There are several opportunities in economic development that might create new and different community: strengthening the infrastructure, rail service, Exchange street growth, and new businesses organized around technology. There also seems to be a trend of college student’s parents buying housing for themselves, possibly for retirement purposes.

The VT projections were discussed and there was a general feeling that the methodology was not particularly strong. New economic opportunities might change the projection patterns in young adults.

- What special groups should the Library pay attention to and why?

Certainly the populations at East View and The Lodge as well as Project Independence reflect the large influx of seniors. Teenagers are also an underserved group in terms of places to gather, socialize and work together. Itinerants, who include visitors, homeless, and farm workers, are important to fulfill the social justice responsibility of the public library. The Library also has a responsibility as a hub to network community services that support people in need. It should be “the community living room.”

A question that arose: “Does the Library exist to provide services for the current population and/or should it be a part of the effort to create the next population. Should its plan proactively support attraction of new businesses to town? Is the visual representation of the Library important to this community building?”

- Elements of the data that are important to the Library planning:
 - a. Our community is very diverse in terms of income.
 - b. Patterns of work are changing and will continue to change. Example is the quiet but strong growth of Exchange Street. The changing patterns of where people work will also change the pedestrian traffic (where they will be able to walk to at lunch). It was also mentioned that most workers at the large employers travel some distance to work in Middlebury.
 - c. Social service organizations will be experiencing a reduction in public funding as will the schools. The Library may be needed to supplement school libraries in the future. While the Library needs to collaborate with the social and school services, it is difficult because of State restrictions and practices.
 - d. If there is an increase in small business and entrepreneurial activity, the Library should examine how to have the resources (software, equipment, etc.) that would be unaffordable to the businesses.

- e. Medical and legal information and expertise is not readily available to some groups of people. The Library should provide connections with experts for the community.
- f. It was noted that, except for the College,
- g. The largest employers in Middlebury were primarily non-profit groups that depended on public (tax supported) money. This form of funding is not dependable. While not an invariant, College employment seems more buffered than those forms that depend directly/solely on tax dollars.
- h. Adjectives used by the community scan sub-group to describe the community Ilsley Library serves: homogeneous, aging, tri-modal (three distinct peaks of age groups), up-market, active, engaged, vocal, cautious, poised/positioned/on-the verge, neighborly, literate, busy, and reliant. One member chose to be aspirational in his choices: stable, peaceful, affordable, sustainable, egalitarian and clean.
- i. What did we miss? We agreed that our data was not complete or in some cases reliable, but we felt that for the purposes of planning the “snap shot” of our community was good.

II. Readings and viewings included: an article about engagement spaces for 0-5 year olds; a report chapter about future services to teens (thanks Tricia); a chapter on space for to patrons 50 and over; an interview with a futurist on the evolving public library; and, a model mission and vision from the Topeka, Kansas public library. Two YouTube presentations, “Building the Future” with Ken Roberts and a TEDX film of Pam Sandian Smith. (“Appendix B” has full citations for all readings/viewings)

III. Adjectives exercise: In a guided exercise Board of the Ilsley agreed on the following adjectives that they would like to use in describing the library to others. These reflect the ideal: *Inviting, Quiet, Comfortable, Exciting, Mine, Community-oriented and Flexible.*

IV. Internal snap surveys Surveys were given to people coming in the Library for the course of one week to determine if they were satisfied with their visit. A small card was given to people coming into the library asking why they came to the library, did they find what they were looking for and were they satisfied with their visit. There was also be a space for comments. These cards were dropped off in a box by the door. Results included the following commonalities:

People using the library love it – very few negative remarks.

90% of respondents found what they were looking for.

Most people came to the library for books, with others here (in descending order of responses) for: programs, quiet space to study, DVDS, and to meet others.

V. Self-Study reports from staff were collected on various aspects of library operations.

Ilseley staff was asked to give their evaluation of the library in several categories, including:

- Building
- Collections
- Staff and Management
- Budget

Each of the ideas below received multiple mentions by staff in the self-study category areas. These can be considered priorities by the staff. The results toward the top of each column received the *most* votes.

Building/Grounds	Collections	Staff / Management	Budget
Parking Inadequate	Adult stacks crowded	Continuous training is the new normal!	Adequate
Children's area crowded	No room for displays	Teamwork good, but communication needs to be improved	Shift more towards media and digital as use increases
Great downtown location	Adult nonfiction and reference could be weeded more	Good mix of experienced and newer staff	Teen collection could use more funding
Shabby, dated interior	Requests filled in a timely manner	Salaries somewhat adequate, perceived as less than other busy libraries	
Signage needs redoing	Digital/Online resources very popular	Library very effective organization overall	
Bathrooms poor			
Building capacity reached			

VI. Survey of Community

Overall, 316 people responded to a seven question library building survey, offered during the month of October 2014. See "Appendix C" for detailed results of the survey. General conclusions from the survey include:

- Spaces for the following were deemed a high priority overall:
 - Children;
 - Quiet Study, Work & Reading;
 - Computing & Technology.
- Children's space was deemed less adequate than adult space across the board.
- Space for programming and events was considered highly desirable.
- Parking and at-grade access were issues mentioned repeatedly in the "other" comments.

VII. Future work to be done:

- a. Develop agreed upon “centers of excellence” for the Library.
- b. Interviews with key people in the community will encourage transparent and reflective library planning. These interviews should be linked to the areas of excellence defined by the Board and the Library Director. It was recommended that Jean Montrose, David Andrews and Kate McGowan would deepen understanding of the community. Other recommendations included Cheryl Mitchell, Ruth Hardy, Pam Marsh and Andy Nagy-Benson.
- c. Focus groups with different age groups to determine technology adoption, e.g. talk with a group from The Lodge or East View about how they use technology, a group of teens, a group of young parents, etc.
- d. Building analysis, funding needs and options for financial support. When a plan is written, a building program could be prepared by an architectural firm specializing in library building.

Appendix A - Community Analysis Scan

Note: The data collected is often Middlebury town, Addison County and/or MUHS due to the reporting source. We have tried to keep the towns discreet as much as possible. The numbers are so small that in many cases further dissection is impossible. However, I believe that the trends identified from these numbers, at all levels, will help us determine the present and projected demography of Middlebury and the users of Ilsley Library.

1. What is the population of your community (Library Service Area used is MUHS)
(Chris Kirby)

Subject	Geographical Unit	Estimate	Source of information	Question #
	Middlebury Town	8,496	2010 Census	
Total Population (for MUHS school district)	MUHS District 3	14,663	American Community Survey MUHS_ACS_13_5YR_DP05.xls	1

What is the projected population in 5 years? (Chris Kirby)

From Addison County Independent 7/10/2014: "Over that period (2010 to 2013) Addison County lost 0.1 percent (of population) from 36,821 to 36,791." "the aging demographics for Addison County, like the rest of Vermont, are pretty scary," said Adam Lougee, executive director of the Addison County Regional Planning Commission. "They show the median population aging significantly over the next 10 years." The projections Lougee refers to show, for example, the number of people in Addison County age 70 and older more than doubling, from 3,399 to 8,430, between 2010 and 2030. In the same time period, the population of people age 20-49 is projected to drop by nearly 11 percent, from 13,998 to 12,459. Another way of looking at those figures is that in 2010 there were about four working-age individuals (20-49-year-olds) per person over the age of 70; in 2030 there will be fewer than one and a half working-age individuals to support each person over 70.

Vermont 2010 Census Count Projections by County and Town 2020, 2030 are appended to this report using two scenarios: Scenario A based on population

change from 1990-2000 and Scenario B based on population change from 2000-2010. Here is an abbreviated passage from that report:

Vermont 2010 Census Count Projections by Town, 2020, 2030 – Scenario A

	Current	2020	%of change	2030	%of change
Middlebury	8,496	8,465	-0.40%	8,287	-2.50%

Vermont 2010 Census Count Projections by Town, 2020, 2030 – Scenario B

8496	8,151	-4.10%	7,695	-9.40%
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2. What percent of the people living in your community are: (Chris Kirby and Chris England)

Source of Information: American Community Survey
MUHS_ACS_13_5YR_DP05.xls

Under 5 years		565	
5 - 9		683	
10-14		767	
15-19		1683	
20-24		1909	
25-34		1322	
35-44		1540	
45-54		1933	
55-59		1121	
60-64		903	
65-74		1132	
75-84		788	
85 and older		317	

Population Projections by age in 2030	Addison County	See attached document	State of Vermont: Vt-population-projections-2010-2030.pdf	2
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3. How many people in single-parent households are there in your community?

How many people in family households? (Chris Kirby)

Children in single family households	MUHS District 3	649 out of 2579 children	American Community Survey MUHS_DEC_10_SF1_QTP12.xls	
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4. How many people speak a language other than English at home in your community?
What languages? (Chris Kirby)

Estimated population over the age of 5 speaking language other than English	MUHS District 3	1029/14098	American Community Survey: MUHS_ACS_13_5YR_S1601.xls	
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5. State the number of people in your community by race and Hispanic origin.

Race		13772 white/891 other	American Community Survey MUHS_ACS_13_5YR_DP05.xls	6
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6. What are the largest employers in your community? What are the major industries and how many people do they employ? (Chris England)

	Full Time	Part Time	Town
Middlebury College	922	145	Middlebury
UTC Aerospace	700	0	Vergennes
Porter Medical Center	600	0	Middlebury
Addison Central Supervisory Union	522	0	Middlebury
Addison NE Supervisory Union	410	0	Bristol
DR Power Equipment	267	26	Vergennes
Addison NW Supervisory Union	240	10	Vergennes

Counseling Services of Addison Co.	230	0	Middlebury
Helen Porter Healthcare & Rehab	175	0	Middlebury
Northlands Job Corps Center	117	3	Vergennes
Cabot Creamery	110	0	Middlebury
JP Carrara & Sons	100	0	Middlebury
Connor Homes	80	0	Middlebury

Source: 'Community Profile – Addison County, Vermont.'
Addison County Chamber of Commerce (2014)

7. How many “homeless” people live in the area? (Chris English)

My wife provided me with the following data for the homeless population in ACSU for the 2013-2104 academic year. Total ACSU student enrollment for the current year is in the neighborhood of 1,700, which would put the student homeless population in the < 2% range.

Homeless Activity Report for 2013-2014

17 families, 31 students

Impacted all schools but Ripton

No. of Students by Grade:

Pre-K 3

Elementary 23

Middle School 2

High School 3

Housing Types:

Motel 14

Shared 11

Shelter 4

Transitional 1

Other 1

A note from Chris English: “I was curious about the definitions for Shared Housing and Transitional Housing and found the following on ShelterListings.org:

Shared Housing Programs help bring low income persons together and helps prevent homelessness by providing affordable housing options. This service is good for families, disabled persons, and others wanting more companionship.

Transitional housing is affordable low-cost supportive housing designed to provide housing and appropriate support services to persons who are homeless or who are close to homelessness. The transition is to help them be more self-sufficient to move towards independent living on their own. Services provided at transitional housing facilities vary from substance abuse treatment, to psychological assistance, job training, domestic violence assistance, etc. The assistance provided varies, but it is generally affordable and low cost housing.

Local organizations providing services to the homeless in Addison County include: HOPE (Helping Overcome Poverty's Effects); Counseling Service of Addison County (CSAC); WomenSafe; and United Way of Addison County.

8. What is the percentage of unemployed people in your community? (Chris Kirby)

Middlebury Unemployment rate, September 2014	Town of Middlebury	3.3%	Vermont Department of Labor: http://www.vtlmi.info/twnrt14.htm
Addison County Unemployment rate, September 2014	Addison County	3.9%	Vermont Department of Labor http://www.vtlmi.info/couur.htm
Unemployed (16 years and older)	MUHS District 3	4.3%	American Community Survey: MUHS_ACS_13_5YR_DP03.xls

9. What is the median family income in your community? (Chris Kirby?)

Median Household Income	MUHS District 3	\$57,323	American Community Survey: MUHS_ACS_13_5YR_DP03.xls
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10. What percent of the families in your community are below the poverty line? See article "This is not business as usual " by Dan McGinn in Middlebury Magazine. (Chris Watters)

11. Approximately how many home-based businesses are in your community?

From the Better Middlebury Partnership: a list of 80 individuals in the 05753 zip code (Middlebury/East Middlebury, Cornwall and Weybridge) who have self-identified as telecommuters. The list includes both 'telecommuters' in the original sense of the term as it was coined back in the '90s, and individuals who either own home-based businesses or are otherwise self employed.

12. Does your community experience large fluctuations in population during different seasons? Find out about fluctuations from businesses in town via interview

13. How many media servers are there? (Chris Watters)

	Middlebury Town	Addison Cty Towns	Other
Newspapers	AddyIndy, Eagle, Valley Voice, Campus		
Radio Stations	WVTK, WRMC	WZXP & WCLX (Vergennes)	VPR
TV Stations	MTV	NE Addison TV	VTV, WCAX, Mt Lake, WPTZ, WFFF
Bookstores	VT Bookstore, MiddCol Bookstore, Otter Creek, Monroe St. Books	Recycled Reading of VT (Bristol)	Book Shed (Benson)
Video Stores	Video Queen		Redbox(?)
Retail non-book or non-video media	<i>RIP</i>		
Cable TV Systems			Comcast
Internet/Electronic Services		www.nbworks.net (Ripton & Cornwall WiFi)	Dish, DirectTV, Verizon, Fair Point

14. What other libraries are in your community? (Chris Kirby)

(Vermont Department of Libraries,
<http://info.libraries.vermont.gov/libraries/libdirmaster.html#R>)

	Town	Type	
Ilsley Public Library	Middlebury	Public	
Mary Hogan Elementary		School	
Middlebury College		Academic	
Middlebury Union Middle School		School	
National Museum of the Morgan Horse		Special	
Porter Medical Center		Special	
Sheldon Museum		Special	
Bridge School Library		School	
Sarah Partridge Community Library		Public	
Bridport Central School Library	Bridport	School	
Cornwall Free Public Library	Cornwall	Public	
Bingham Memorial School Library	Cornwall	School	
Ripton Elementary School Mainelli Media Center	Ripton	School	
Salisbury Free Public Library	Salisbury	Public	
Salisbury Community School Library	Salisbury	Public	
Platt Memorial Library	Shoreham	Public	
Shoreham Elementary School-May Small Media Center	Shoreham	School	
Weybridge Elementary School	Weybridge	School	

15. Public and Private Schools (excluding schools in Vergennes and Bristol and their environs, also Orwell and Whiting; all of these are likely outside the IPL catchment area)
(Chris Watters)

	Middlebury		Local Addison County	
	Public	Private	Public	Private
Preschools*	3	12	3	22
Elementary**	1	3	7	
Middle/Jr. High	1	1		
High	1			
VocTech	1			
Community College	1			
College/University	1***	1		

*STARS website for VT Dept. for Children and Families
(http://dcf.vermont.gov/cdd/stars/list_of_providers/addison). Includes both Preschools and Day Care Providers; excludes 31 "other" public and private operations centered in/around Vergennes and Bristol.

**http://www.privateschoolreview.com/school_ov/school_id/27996 and
http://www.publicschoolreview.com/county_schools/stateid/VT/county/50001.

***UVM Extension Service, mainly serving local agricultural community.

16. About how many home-schooled students are there in your community? (Chris Kirby)

According to the Vermont Agency of Education, Addison County as a whole has 111 home study students, coming from 71 families. ?

Trevor Lewis at the Agency writes, "The Agency has a policy, in order to protect student privacy in accordance with federal and state law, to not give out data that relates to specific students when the number of students within a data set is less than eleven...

If this data were looked at on a town-by-town basis, a very high proportion of the town-specific numbers for both students and families would be suppressed on the basis mentioned in the last paragraph."

17. List the number of people in your community (25 and older) with the following educational levels. (Chris Kirby)

Educational Attainment	MUHS District 3		American Community Survey: MUHS_ACS_13_5YR_S1501.xls
Population 25 years and over		9,056	
Less than 9th grade		2.6%	
9th to 12th grade, no diploma		6.3%	
High school graduate (includes equivalency)		29.1%	
Some college, no degree		15.2%	
Associate's degree		5.4%	
Bachelor's degree		19.5%	
Graduate or professional degree		21.8%	

18. List the number of medical care organizations in your community. (Chris Watters)

	Middlebury Town	Addison Cty Towns*	Other*
Hospitals	Porter Hospital	Elizabethtown (NY) Community Hospital	
Clinics	Open Door Clinic Shorewell Clinic **		
Rehabilitation Hospitals & Services	Helen Porter Rehab		

	Addison Respite Care		
Hospices	Addison County Home Health/Hospice Hospice Volunteer Services		

* Most Addison Cty Towns and “Others” covered by Porter Hospital or University of VT Medical Care through its affiliation with the Elizabethtown, NY, Community Hospital; or through named agencies sited in Middlebury. The Rutland and the Brandon Medical Centers also provide services for Salisbury and Orwell.

** outreach service provided by the Community Health Centers of the Rutland Region.

Facilities in Ticonderoga, NY, are only readily available to Shoreham, Bridport and Orwell when ferry is operating and are not listed.

19. List the number of social service providers in your community. (Chris Watters)

	Middlebury Town & Environ Towns*	Other**
Nursing & Rest Homes:	Helen Porter Nursing Home East View (assisted living) Residence at Otter Creek (assisted living) Shard Villa	John W. Graham Center
Adult Day Care	Elderly Service Russ Sholes Senior Center	
Child Care. See also: “Preschool” category in Table for Q.15.	Mary Johnson Day Care Addison County Parent/Child Center Otter Creek Child Care	
Drug Treatment Centers	Alcohol/Drug Abuse Programs Turning Point Center	
Youth Organizations/	Addison Central Teens and Friends	HUB Teen Center

Centers	Foxcroft Farm Harvest Program The DREAM Program	Boys/Girls Clubs of Vergennes
Other: often with overlapping coordination of one or more of the above. See also: "Addison County Resource List" (attached).	Addison County Court Diversion Program Addison County Home Health & Hospice Counseling Service of Addison County Project HOPE. United Way of Addison County Women Safe	Bristol Family Center

* Environ area for Middlebury includes Addison Supervisory Union towns of Addison, Bridport, Cornwall, Ripton, Salisbury, Shoreham,

++"Other" includes Vergennes, Bristol and their catchment areas. Orwell seems an "orphan" Addison County community, being served by Bayada Home Health Care of Rutland and related facilities in Brandon and Ticonderoga, NY, as well as Helen Porter Center.

20. Estimate the number and types of the following organizations in your community. (Chris England and Chris Kirby)

Churches *	100+ in Addison County <ul style="list-style-type: none"> ▪ Bridport: 3 ▪ Cornwall: 1 ▪ Middlebury: 13 ▪ Ripton: 2 ▪ Salisbury: 1 ▪ Weybridge: 1
Civic Organizations/ Community Organizations*	<ul style="list-style-type: none"> ▪ American Legion (Middlebury/Bridport/Vergennes) ▪ Lions Club (Middlebury/Vergennes) ▪ Rotary Club (Middlebury/Vergennes) ▪ VFW (Middlebury) ▪ Addison Co. Chamber of Commerce

	<ul style="list-style-type: none"> ▪ Addison Co. Economic Development Corporation ▪ Better Middlebury Partnership
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*** Source: Addison Co. Chamber of Commerce**

From the Addison County Chamber web page “Non-Profit & Civic Organizations
HOPE/RetroWorks
Champlain Valley SCORE
Addison County Chamber of Commerce
Vermont 2-1-1
Vermont Community Foundation
Vergennes partnership
Middlebury Community Players
Boys and Girls Clubs of Greater Vergennes
Orton Family Foundation
CVAA
Addison Ct. Court Diversion & Community Justice Projects
Addison County Farm Bureau
Willowell Foundation
Green Mountain National Forest
Bristol Downtown Community Partnership
United Way of Addison Ct.
Elderly Services, Inc.
RSVP and Volunteer Center
VocRehab Vermont
Rotary Club of Middlebury
Vermont Army National Guard
Middlebury Area Land Trust, Inc.
Turning Point Center of Addison Ct.
Better Middlebury Partnership
Moosalamoo Association

Note: The clubs, fraternal organizations, etc. are not listed on this site. Is this information available or important to our study?

21. If there are government offices in your community, list them and the type of services they provide. (Chris England)

Government offices - County

Addison County Clerk Frank Mahady Courthouse 7 Mahaday Court, Middlebury	<ul style="list-style-type: none"> ▪ Public records ▪ Vital Records ▪ Elections
Addison County Sheriff's Dept. 35 Court Street Middlebury	<ul style="list-style-type: none"> ▪ Patrol ▪ Civil Process Service ▪ Prisoner Transport ▪ Court Security
Addison County Regional Planning Commission 14 Seminary Street Middlebury	<ul style="list-style-type: none"> ▪ Municipal and Regional Planning ▪ Economic Development ▪ Emergency Management ▪ Act 250/Section 248 Review

Government offices - State

Vermont Judiciary Frank Mahady Courthouse 7 Mahaday Court, Middlebury	<ul style="list-style-type: none"> ▪ Family Court ▪ Civil Court ▪ Criminal Court ▪ Probate Court ▪ Dept. of Motor Vehicles
Vermont Department of Health 156 South Village Green Middlebury	<ul style="list-style-type: none"> ▪ Breastfeeding & Mother to Mother Support ▪ Children's Integrated Services ▪ Periodic Screening & Diagnostic Services for Women & Children ▪ Supplemental Nutrition Program for Women, Infants & Children
Vermont Agency of Human Services 700 Exchange Street Middlebury	<ul style="list-style-type: none"> ▪ Department of Corrections ▪ Department of Health ▪ Economic Services Division ▪ Field Services Division
Vermont Agency of Human Services 282 Boardman Street Middlebury	<ul style="list-style-type: none"> ▪ Division of Vocational Rehabilitation
Vermont Agency of Transportation 467 Airport Road Middlebury	<ul style="list-style-type: none"> ▪ Middlebury Airport

22. What internet access is available to the community members and businesses?
(Chris Kirby)

The following providers serve Middlebury. Not all providers cover 100% of the town. The interactive map at broadbandvt.org displays the degree of coverage for each provider.

- AT&T Mobility
- Comcast
- FairPoint Communications
- Hughes Network Systems LLC
- Level 3 Communications
- North Branch Networks
- Sovernet Communications
- Sprint Nextel
- Starband
- Verizon Wireless
- WildBlue Communications

Broadband for this map is defined as a minimum advertised speed greater than or equal to 768kbps download and 200kbps upload.

23. What public meeting spaces are available in town and surrounding communities? This is being updated by the Library staff.

From Mr. English re: Migrant workers: Migrant workers – another difficult topic. I’m finding some literature on health care advocacy for migrant workers but not much else. According to the Addison County Farm Worker Coalition, in an article I found from June 2011, the number of Latino farm workers in Vermont peaked in the mid-2000s at between 2,000 and 2,500. It was estimated at that time that Addison County may have had around 500 migrant workers. The Addison Co. Farm Worker Coalition no longer appears to be an active organization. I had hoped that the VT Agency of Agriculture might be a source of information but so far to no avail.

This is a population that is going to be difficult to quantify, for reasons that are self-evident. In addition to identifying how many such workers there may be in Addison County, the other big challenge, of course, would be figuring out service delivery. Language is obviously a potential barrier, but I would imagine that access to reliable transportation could be, too.

Appendix B – Readings and Viewings

“The 50+ Place” by Diantha Dow Schull, from *50+ Library Services*, 2013, pgs. 297 – 304.

From the publisher “Some of the most engaged and frequent users of public libraries are over the age of 50. They may also be the most misunderstood. As Baby Boomers continue to swell their ranks, the behavior, interests, and information needs of this demographic have changed dramatically, and Schull’s new book offers the keys to reshaping library services for the new generations of active older adults.”

“Design to Learn By” by Sarah Bayliss, from *School Library Journal*, August 2013 pgs. 24 - 28.

Focused on active learning library spaces for 0-5 year olds “Taking cues from children’s museums, libraries across the country are creating dynamic early learning spaces.”

“A Paradigm Shift for Libraries and Teen Services” from *The Future of Library Services for and with Teens: A Call to Action*, 2014, the Young Adult Library Services Association and the Institute of Museum and Library Services, pgs. 4-18.

A future-looking report focused on serving tweens and teens. “Ever since computers entered library spaces, public and school libraries have been on a precipice of change. The library can no longer be viewed as a quiet place to connect to physical content. Instead it needs to evolve into a place, physical and virtual, where individuals can learn how to connect and use all types of resources, from physical books to apps to experts in a local, regional, or national community. Libraries must leverage new technologies and become kitchens for “mixing resources” in order to empower teens to build skills, develop understanding, create and share, and overcome adversity. In addition to the impact of new technologies, the definition of literacy has expanded beyond the cognitive ability to read and write, to a recognition that literacy is a social act that involves basic modes of participating in the world.”

“The Future of Libraries: an interview with Thomas Frey” from *American Libraries*, August 2010.

Noted futurist Frey looks at broad trends libraries will experience in the coming decades, including their roles as learning labs, electronic outposts and community centers.

“Mission, Vision, Commitment and Goals of the Topeka, Kansas public library” accessed at <https://tscpl.org/about/strategic-plan/mission-statement> .

“What to expect from libraries in the 21st century” video presentation by Pam Sandlian-Smith at TEDxMileHigh, accessed at <https://www.youtube.com/watch?v=fa6ERdxyYdo> .

“Building the Future - New Directions in Library Design” video presentation by Ken Roberts, accessed at <https://www.youtube.com/watch?v=EZWZ8vCADSg> .

Appendix C – Library Building Survey Comments & Quantitative Data

Overall, 316 people responded to the seven question library building survey, offered during the month of October 2014. For the first five questions, a summary of quantitative data and comments are included. For the last two open ended questions, a summary of comments is included. In an effort to make data easier to compare across questions and categories, data has been grouped into those responding **positive** (Excellent or Good, for example) versus those responding **negative** (Fair or Poor), with neutral responses removed and percentages recalculated.

1. How would you rate the *amount* of space currently available for each of the following groups or purposes?		
Answer Options	% Excellent or Good	% Fair or Poor
Quiet Study, Work or Reading	37.5%	62.5%
Children	45.5%	54.5%
Computing & Technology	47.2%	52.8%
Middlebury Community TV	54.0%	46.0%
Small Group Meetings	54.5%	45.5%
Large Group Meetings	54.8%	45.2%
Library Programs & Events	69.1%	30.9%
Adults	81.7%	18.3%

309 respondents

Three clear groups emerged based on their space assessment of fair or poor. It may be helpful for us to use these groupings as we move forward.

1. Top Needs: Quiet study 63% / Children 55% / Computing & Technology 53%
2. Middle Needs: MCTV 46% / Small Meetings 46% / Large Meetings 45%
3. Lower Needs: Library Program & Events 31% / Adult 18%

The comments fairly mirrored the number data groupings except for MCTV probably because it is part of computer and technology more than most people realize. The Children's area garnered the most feedback in the comments section and I want to point out 15 comments that noted kids and teens should have separate space.

- **Quiet study, work or reading: 16 needed, 1 not needed**

I have been to plenty of library where there is an abundance of space available to sit to use a computer, read, write...this is NOT the case at all at the Ilsley! Seeking privacy is almost impossible

Create area for computer and tech that is enclosed so as to minimize noise. Second, create quiet areas for reading, study. TOO much noise from front desk rises to second floor, thus making the area above not really usable for quiet work or reading.

- **Children's space: 19 needed, 0 not needed**
 - * NOTE * 15 comments requested a separation between kids & teens
- **2 move kids up from basement**

Quiet study is only possible when library staff and visitors are not talking in normal voices, and when the Vermont room is not being used for meetings, which is never. The space in the Vermont room does not work because sound carries upwards. The children's library is cramped. There are too few computers and library catalog computers need to be spread throughout. The teen use of the meeting room precludes large group meetings at certain times.

Children's space could really use some work. Especially the teen space. They have a lot of energy that after school can feel too much for the younger kids. I sometimes bring my second grader there to do homework (she feels like a big kid when we do this) often the noise and energy from the teen area is too much. Young adults need more and different space.

- **Computing & Technology: 17 needed, 2 not needed**

I think we need to think of space both for the present and future. Increasingly, meetings use technology to increase participation and reach. We don't always have to limit a group's participation to the actual people gathered in a room.

- **MCTV: 2 needed, 1 not needed**

Need easier access to information about MCTV programs that are available to be borrowed for home viewing... I miss a lot of events I'd like to easily pick up to take home for viewing... OR view again in a room at Ilsley. Why isn't there a line for teens in this format. We have poor accommodations to promote their lifestyle uses of learning resources, which tends to be much more "interactive" than the adult library-use/learning styles.

- **Small Group Meetings: 5 needed**

The meeting room is used a lot from what I know. Could there be another meeting room downstairs in the teen area? It would be nice to have a smaller meeting room other than the rooms off of the Vermont Room. In that area, there is too much interference from poorly behaved teens to really do anything. Perhaps a restructuring of that space should be considered.

- **Larger Group meetings: 10 needed, 1 not needed**

The meeting has grown too small for many library presentations. At the same time, we need a space that works for groups of, say, 20 to 30 participants.

- **Program & Events**

We often avoid the children's area - particularly in the summer. We get what we want and leave. If a summer program comes by, the area can be packed with kids and extremely loud.

- **Adults: 1 more space for seniors, 1 more adult computer space**

8 space is okay, 2 more space

6 more space for books, 6 reconfigure furniture, space and books to fit, 1 building is the limiter, not the configuration, 1 lobby is great, 1 don't lose charm of library, 1 doesn't use library

2 are for the garden, 1 more space for book sale, 2 want more space for friends of library

2 move meetings out to other buildings, 1 move MCTV out, 2 use school library instead, 1 put computers in new town office building for public to use

1 meeting room acoustics could be better, 1 adults hog computers, 1 charge fees for meeting spaces, 1 request for lockers, 1 offer of help

2. How would you rate the *quality* of the space currently available for each of the following groups or purposes?		
Answer Options	% Excellent or Good	% Fair or Poor
Quiet Study, Work or Reading	41.1%	58.9%
Computing & Technology	46.6%	53.4%
Middlebury Community TV	50.4%	49.6%
Children	53.7%	46.3%
Small Group Meetings	56.7%	43.3%
Large Group Meetings	61.5%	38.5%
Library Programs & Events	65.7%	34.3%
Adults	75.0%	25.0%

293 respondents

The same four categories - Quiet Study, Work or Reading; Computing & Technology; Middlebury Community TV; and space for Children – were at the top of the list in terms of areas needing the most improvement as in question #1. Representative comments from those areas were as follows:

Need for more quiet spaces for adults and children, more comfy couches and chairs for both would be nice.

Adequate for adults, except for the computing/technology areas.

I think MCTV does a great job with the space it has, but being up in the attic limits comfort, etc.

Open unused space abounds for adults..needs better seating, tables, more shelves for browsing..maybe step ups to make divisions in uses or ceiling changes?Children's rooms well organized but small for numbers using them. Include window seats...etc. that invite kids to use..like bathtub you have now! Both areas need small group spaces adjacent for programs/fitted out with equip. for videos, etc.One of 'extra' rooms might be outfitted with sink or?? for special programs?

3. If you or a family member uses the children's library, how would you rate the following?		
Answer Options	% Excellent or Good	% Fair or Poor
Quiet Study, Work or Reading	17.1%	82.9%
Seating	26.2%	73.8%
Working Tables	28.0%	72.0%
Number of Computers	28.7%	71.3%
Small Group Meetings	29.7%	70.3%
Amount of Space	34.5%	65.5%
Location of Computers	35.8%	64.2%
Large Group Meetings	37.4%	62.6%
Ventilation & Temperature	44.7%	55.3%
Access from outdoors	45.9%	54.1%
Shelving	48.2%	51.8%
Lighting	52.3%	47.7%
Location in the Building	61.5%	38.5%

219 respondents

The children's library ranked much lower than the adult's library (see question 4) in every category.

Comments on the children's library reflected the data above, with the most comments received being related to **size** (14 comments), the **basement location** of the children's department (12 comments), and **noise level** (12 comments). Typical comments in these areas were as follows:

- *Programs are great but we need more space and more materials. This area gets a ton of use. We love the library and want to see more expansion.*
- *Basement is not welcoming or well suited for the purpose. It feels like children are being put out of sight-out of mind rather than welcomed*
- *Too bad the library is in the basement...guess that was an after-thought. There is no quiet area for teenagers to go to do their homework. I think that there should also be a quiet area with a computer for them to use as well, no computer games but access to research and not be influenced by the noisy kids that are playing games.*

Other concerns that showed up heavily in the comments section included lighting (9 comments), teenagers (9 comments), computers (9 comments), collection space (8 comments), and overall heavy use (7 comments). Representative comments were:

- *It is cramped and poorly lit. Carpets are dirty and the bathroom smells are unpleasant. It seems to be the most busy part of the library so it should be much better. Reminds me of Kellogg Hubbard in Montpelier before they renovated.*
- *We all know the basement's a bummer. Put the kids on the top floor, keep the fish tank, lose the computers. (and then the following comment was: more computers)*
- *Teens should have a separate area of the library since many stay there after school which can make the children's department unpleasant.*

4. If you or a family member uses the adult's library, how would you rate the following?		
Answer Options	% Excellent or Good	% Fair or Poor
Quiet Study, Work or Reading	40.8%	59.2%
Number of Computers	47.4%	52.6%
Location of Computers	49.3%	50.7%
Seating	51.9%	48.1%
Working Tables	51.9%	48.1%
Small Group Meetings	54.0%	46.0%
Large Group Meetings	58.3%	41.7%
Shelving	67.4%	32.6%
Ventilation & Temperature	70.6%	29.4%
Access from outdoors	72.0%	28.0%
Amount of Space	72.3%	27.7%
Lighting	75.5%	24.5%
Location in the Building	91.9%	8.1%

277 respondents

The adult's library ranked much higher than the children's library (see questions 3) in every category. Compared to the range of responses for the children's library, where anywhere from 83% to 39% of the responses were "Fair or Poor," responses to the question about the adult's library were 59% to 8% "Fair or Poor."

Quiet Study, Work and Reading space again ranked as the number one need for the adult's library, followed by the number and location of computers and then seating. Representative comments are:

More and quieter study spaces would be appreciated.

Isolate the computers, maybe. Who wants to return from the gardening/home improvement section with one's child and have to pass a gauntlet of screen images that aren't really meant to be viewed in public?

Difficult to navigate levels, and access from outside, especially if in wheelchair or on crutches. Would be nice to have more computers spread throughout the building. Small quiet study rooms, with computer network access, would be great for both adults and after-school Middle School and High Schoolers. Ventilation in meeting room is inadequate at times. Lighting is okay. Book stacks appear crowded.

We like the second floor seating area and the small rooms that are accessible for quick small meetings.

5. How important do you think it is to have dedicated space in the library for the following?		
Answer Options	% Extremely or Very	% Slightly or Not
Library Garden	60.6%	39.4%
Middlebury Community TV	73.8%	26.2%
Large Group Meetings	82.4%	17.6%
Small Group Meetings	87.2%	12.8%
Teens	93.1%	6.9%
Adults	94.9%	5.1%
Computing & Technology	95.9%	4.1%
Library Programs & Events	96.5%	3.5%
Quiet Study, Work or Reading	97.2%	2.8%
Children	97.5%	2.5%

288 respondents

Overall I don't feel that this question gives all that much guidance or direction. All areas we considered by the majority to more than less important and none were considered predominately not important.

- Children Area was the highest rated as Extremely Important and it was clear from comments that an improved Children's area should be a priority.
- The Library Garden ranked poorly and had the fewest respondents but did receive numerous written comments on how important it is.
- Teen Space Ranked high by way of importance but comments were very wide ranging - from integration of teens into adult spaces and don't segregate by age, to teens having enough spaces around town and they don't need to be in the library.
- MCTV got low ranks for level of importance and many people questioned the need for it to be in the library.
- Meeting Space was considered important by some, but there was hope that space in the new Town Office would address the need.

Q 6 How could specific spaces in the library be improved or better utilized?

124 respondents

A large number of the comments go beyond the strict meaning of the question. For example, many would advocate not improvement of current space but new space. In addition comments move beyond “utilization” to more general comments about lighting, HVAC and so on. I have organized my summary under three headings: Space, Infrastructure, and Services.

SPACE:

- Children’s library: Probably the most commented on item. Comments range from upgrade of current space to much more frequent requests for relocation and/or new space. Many comments on the need to separate teen space from children’s.
- Computers: Many comments on the need to relocate computers. To isolate the computer area because of noise. Some interest in distributed computers. The basement is the favored alternate relocation.
- Meeting room: The current large meeting room was faulted. Inadequate lighting, sound system, too small for large meetings, uncomfortable seating. One comment noted that it was underutilized much of the time and suggested trying to use the space for other purposes when no meetings were scheduled. There was expressed need for smaller meeting rooms. The Vermont room space was regarded as unsatisfactory: dark and subject to ambient noise.
- Nooks: several requests for nooks into which one could retreat to read or work on a small table.
- Bathrooms: everything from “iffy” to inadequate for the traffic. Dryers are too noisy!

INFRASTRUCTURE

- Lighting: many comments on poor lighting both for smaller reading areas and conference rooms.
- Shelving: inconvenient, difficult to see items on the lower (or higher) shelves. Feeling of being cramped.
- Seating: more comfortable seating, particularly in connection with nooks and quiet places to read and study.
- Tables: more small tables. Large tables tend to be underutilized or monopolized
- Acoustics: need for isolating spaces acoustically. Particular issue for teens.
- HVAC: not too hot, not so cool!

SERVICES

- Cataloguing: requests for clearer organization of CD’s, separation of fiction/non-fiction, science fiction and mysteries
- Supervision: control of children and teens. Enforcing “library quiet”
- Instruction: instruction for seniors and others in computing. Tours. Signage. Map of library spaces
- Timing: control amount of time on computers. Extend time for sign-out of DVDs
- Cleanliness: can appear shabby
- Safety: one concern about children falling out of second story windows that are open at the bottom in hot weather. Also a space gap in the elevator entrance.

Q7 Is there anything else you would like us to consider about the space needs of Ilsley Public Library? 126 responded

This question sought ideas that had not been prompted by the previous six questions or that the responders apparently felt were so important they deserved to be repeated. Most responses addressed matters the other questions had not posed. Overall, access to the library was the most urgent problem by a wide margin.

Thirty-one responses cited (a) the lack of parking per se, (b) poor at-grade access from outdoors, or (c) the need for drop boxes where individuals could return books, etc., without having to park their cars. Some local officials think motorists will cope with a shortage of parking if they are truly drawn to attractive places: the “build it, and they will come” theory. I think we need to pay close attention to this issue.

Here are the points made by five or more respondents:

- 17 want more parking next to Ilsley. Many of these think that it will be even more difficult to find parking once the new Town Office Building is open, and even now they find the parking inadequate. (I think such feelings are likely to increase if the EDI project happens unless it includes a major parking garage.)
- 9 re-stated their recommendations that the children’s library be enlarged, brightened up, and rejuvenated. One person who largely agreed with these points, also wrote “I know this section needs more growing room, but part of its charm is the child-like size of the space – low ceilings, short stacks, little cubbies, high windows. My daughter thinks it’s the best kind of hobbit hole, filled with books.”
- 8 persons recommended that IPL improve the ease, safety, and appearance of at-grade access. One noted also that the ramp serving the Community Room is hazardous for older persons in the winter.
- 7 respondents strongly urged that our Garden be saved.
- 6 people want to relocate – and perhaps enlarge – the space where adults currently use computers. They share concerns that computers users cause disturbances and excessive noise. (Several more people complained that Ilsley is too noisy.)
- 6 individuals said the town should not incur more debt, and therefore IPL should not expand.
- 6 want to create a separate space for teen-agers -- perhaps with work stations.
- 6 more asked that IPL install drive-up drop-boxes in the parking area behind the library and at Mary Hogan School so borrowers could return books, etc., without having to park their vehicles.
- 5 people want more, better, and cleaner restrooms.