

Hanson Public Library

Library Building Program



Hanson Public Library

132 Maquan Street

Hanson, MA 02341

Phone: 781-293-2151

Date: February 6, 2019

Approved by the Hanson Public Library Board of Trustees March 5, 2019

Table of Contents

Executive Summary	page 1
Introduction	page 3
The Town of Hanson: Who We Are and Who We Will Be:	
Demographics and Future Growth	page 5
Library and Town Governance	page 7
Recent Planning Efforts	page 7
2019-2023 Strategic Plan Priorities	page 8
Community Priorities for the Library	page 9
Current Library Site and Other Sites Considered	page 11
Analysis of the Current Collection and Services	page 11
Assessment of the Current Library Building	page 13
The New Hanson Public Library: General Overview	page 22
Area Descriptions	
Main Entrance & the Welcome Center	page 25
Children's Center	page 28
Teens & Tweens	page 30
Community Gathering/Living Room Space and Popular Collections	page 30
Multipurpose Meeting & Program Rooms; Group and Individual Study Rooms	page 32
Staff Areas	page 35
Summary Chart of Collection, Reader Seats, Square Footage Requirements	page 39
Appendices	page 41
Planning Survey	page 42
Selected Survey Results	page 46
Project Promotion and Publicity	page 50
Town Meeting Handout	page 52

Executive Summary

In January 2018 the Trustees of the Hanson Public Library initiated a library planning process, selecting library consultant Ruth Kowal, and appointing a Planning Committee (two Trustees, four community members, and the Library Director). The Planning Committee worked with the library consultant to create a community input process to determine priorities for both a strategic plan and a library building program.

The initial work of the Planning Committee resulted in the creation of a new strategic plan, *Hanson Public Library 2019-2023 Strategic Plan*. The *Strategic Plan* was adopted by the Library Board of Trustees at its September 29, 2018 meeting. The next phase of the planning process focused on the library facility and the consideration of various options for improvements to the nearly 30 year old building. The *Hanson Public Library Building Program* is the result of the Planning Committee's efforts.

Through focus groups, a community survey, and meetings with key stakeholders in the community, priorities for the library became clear. Traditional library services, including the borrowing of materials in a variety of formats and assistance by staff, are still very important to residents. Beyond the traditional borrowing, residents want more public programming for all ages, a unified children's area, a space for teens, a large community meeting and programming room that is accessible after hours, small meeting and study rooms, updated infrastructure to support current and future technology, comfortable and welcoming seating, more space for people and collections, and a building that is energy efficient.

The challenge is that the library is too small and showing its age. The building, constructed in the early 1990s, is shared with the Town's Multi-Service Senior Center. The building is bursting at the seams. The competition for space, as the library copes with an expanding print and media collection, space for leisure and study seating, and the need for appropriately wired space for the use of technology, is now degrading the quality of public services. The library has become mostly a "grab-n-go" service, as there is little area for people to spend comfortable time for leisure or work reasons.

Demand for use of the community room is extensive, and the library has limited access to it during daytime hours due to heavy use by the Multi-Service Senior Center. Library programs are regularly over-subscribed, and staff are required to maintain "waitlists" for potential attendees. 72% of survey respondents ranked "Programs and classes for children" as Very Important; 50% of respondents ranked "Programs and classes for adults" as Very Important. Creating adequate space for the Library to respond to a host of community priorities is the foundation of the *Library Building Program*.

The building is physically showing its age. Access to electrical power is inconvenient at best and non-existent in many areas. Lighting levels are too low, and windows are blocked by

shelving, reducing natural light coming into the building. The infrastructure can no longer support library service delivery expectations. The use of the facility has outgrown the envelope and the internal layout, and the building has lost its ability to physically meet the needs of library users.

To meet the needs of the community, consideration should be given to a significantly renovated or new facility of just under 16,000 square feet. The current location of the library works well and offers ample room for expansion or for a new structure in the same area. Whether a renovation or a new building, the library should be designed to be a vibrant and vital community center in a community with few options for residents to gather. It will need to be built to the highest contemporary and future-looking standards with regard to lighting, ADA compliancy, climate control, technology infrastructure, and environmental sensitivity. The building has the opportunity to serve as a model LEED building for Hanson.

The new library will be designed with flexibility of use as its mantra. Spaces will be open and re-programmable as needs change. Acoustic management will be a priority, with furnishings and fixtures contributing to sound mitigation. Furnishing and shelving will be flexible as well, with much of it portable for relocation and reuse. The management of the collection will also be flexible, adjusting proactively to the evolving interests and needs of the community, and keeping the collection fresh and in high demand.

To meet the needs of Hanson, a library of just under 16,000 square feet is required (the current branch occupies 8,195 square feet out of the total building footprint of 11,177 square feet). In the ideal, the library would continue to be a single story building, minimizing the number of staff required to oversee the operations. Options for the expanded library include relocating the Multi-Service Senior Center to new quarters and completing a significant expansion and renovation of the existing shared facility to meet the library's needs, or the construction of a new library in another location, such as the Maquan School or the former Plymouth County Hospital site. Determining the most desirable course with regard to site selection and new construction or renovation/expansion will be primary tasks during the next phase of this project.

The Hanson Public Library is a highly-valued, well-used, but cramped and tired community resource. The building program identifies in detail the challenges of the current facility, as well as the opportunities for the creation of a facility to ensure it responds to both current and future library user and community needs and interests.

Ruth E. Kowal, Strategic Assessment and Planning Services for Libraries

35 Presentation Road

Brighton, MA 02135

rekowal2@verizon.net; rekowal@gmail.com 617-686-6151

Introduction

Public libraries are facing the challenge of evolving community needs as the ways in which people learn, explore, and come together change. Public libraries were designed historically to host transactions and to deliver the book to the library patron. The size and layout of the library was determined not by how people would use the space, but by how many feet of shelving were needed to contain the collection. Furnishings were bulky and difficult to rearrange. Shelving was fixed in place and designed to maximize storage. Libraries built in the 1990s lack the flexibility of space and the infrastructure, especially electrical, to respond to the ways in which people use the public library today.

Recognizing changing user needs, the Board of Library Trustees of the Hanson Public Library began the process of evaluating the library, considering options for improvements to library services and the facility in which those services would be delivered to the community. In January 2018 the Board of Library Trustees established a Planning Committee: Linda Wall, Trustee; Joanne Estes, Trustee; and community representatives Pamela Fager; Betsy Jackson; William Kemmitt; and William Patton. Library Director Karen Stolfer also served on the committee.

Library consultant Ruth Kowal was retained to develop both the strategic plan and the library building program, working with the Planning Committee and library staff, and engaging the community in planning for the future Hanson Public Library. The library building program planning effort was funded through a state grant from the Massachusetts Board of Library Commissioners.

The library building program is built upon contributions by members of the community, both in person and through a survey document. Various means were used to gather community input, including: an open invitation community conversation meeting and smaller focus groups to solicit input on possibilities for library services and the building of the future; interviews with library staff; input from the Hanson Public Library Board of Trustees and the Hanson Public Library Foundation; flip charts located in the library for users to contribute their suggestions; a public survey online and in-print; a mailing to all Hanson residents inviting their participation in the survey; social media outlets; publicity via the Library website and newsletter and media outlets in the community; interviews with key community stakeholders; and interviews at the MBTA commuter rail station in Hanson. The information gathered from the community was invaluable in creating the vision for the new Hanson Public Library.

The scope of the Library Building Program was guided by “Developing a Library Building Program,” the framework developed by the Massachusetts Board of Library Commissioners (MBLC) to assist libraries in planning for the renovation and construction of library buildings. This planning is a key element in meeting the requirements of the MBLC’s

Massachusetts Public Library Construction Program (MPLCP). Since 1990, the MPLCP program of the Massachusetts Board of Library Commissioners has assisted communities in developing their public libraries through the renovation and expansion of existing buildings or the construction of new facilities. Over the past 25 years, over 200 cities and towns throughout the Commonwealth have been awarded grants for projects ranging from new construction, to renovation, to special projects, as well as for the preliminary planning activities essential to a successful building project. The Massachusetts Board of Library Commissioners Guidelines and planning resources provide a comprehensive framework for library facility planning efforts throughout the Commonwealth.

The library building program for the Hanson Public Library incorporates input from the community; the assessment and recommendations from the consultant; the *Hanson Public Library Strategic Plan 2019-2023*; trends in library construction; and elements of library planning standards, including various guidelines for library space planning. The amalgamation of this information and insight garnered from the community guided the creation of a plan that will provide direction to the Board of Library Trustees and the Town of Hanson in its future library planning.

The Hanson Public Library planning process was shepherded by Library Director Karen Stolfer, the Hanson Public Library Planning Committee, and project consultant Ruth Kowal.

The Town of Hanson: Who We Are and Who Will We Be

Demographics and Future Growth

The Town of Hanson, with a population of 10,209 (2010 census), encompasses a relatively small geographic area (15.82 square miles) in southeastern Massachusetts. The town is located 22 miles southeast of Boston and is bordered by Whitman (with which it shares the regional high school), Pembroke, Halifax, East Bridgewater, Rockland, and Hanover. The town is generally rural in nature, with relatively little industry and a high percentage of single family homes. Population density is 632 persons per square mile, compared with the 839.4 per square mile for the State (Source 2010 Census Quick Facts).

The US Census reports that the town of Hanson has a median age population of 40.4 (the State is 39.1), and is 96.5% white; 1% African-American; .5% Asian; and .9% Latino. 78% of the community lives in a family-based household, above the Massachusetts average of 63%, and 30.5% of the households have children under 18, above the Massachusetts average of 19.7%. 88.6% of the housing is owner-occupied, versus 62% statewide, and 11.4% are rental units, versus 37% statewide.

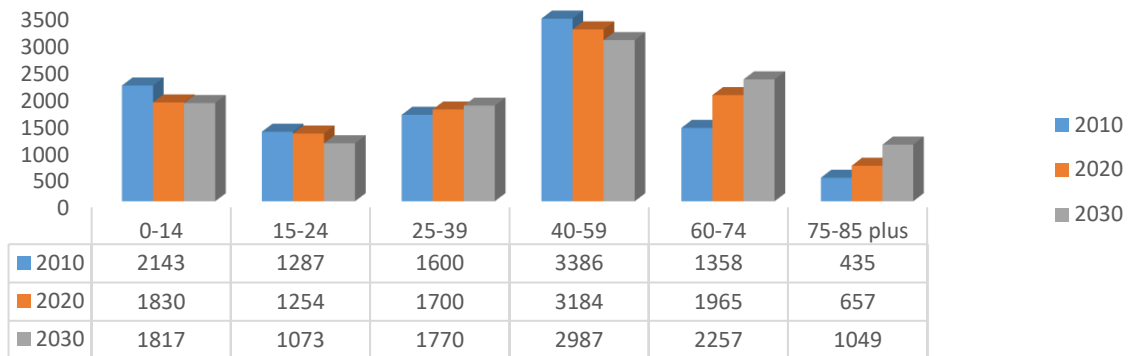
According to American Fact Finder, in 2012 the town had 11 manufacturing establishments, with 117 employees, and 27 retail operations, with 308 employees. Of the 5,000 workers over the age of 18, 82.2% drove alone to work, while 4.9% took public transportation. Median household income for Hanson in the 2010 census was reported at \$62,687. The US Census Quick Facts (2017) estimates the median income at \$96,389, a noticeable increase over the 2010 census amount.

The U.S. Census Quick Facts (2017) also notes that 31.8% of the residents have a bachelor's degree or higher education, compared to the state average of 42.1%. 94% of Hanson residents have a high school or better education, compared with 90.3% for the State.

Recent multi-family housing unit construction has been focused on retirees, and the projected population changes over the next 20 years reflect an aging population in the town. In 1997, the MBTA Old Colony commuter rail opened with a stop in Hanson. This enhanced mode of transportation to Boston has not resulted in a significant change in the population over the past 20 years, and the Metropolitan Area Planning Council (MAPC) is projecting a stable population looking ahead to 2030. Population growth has been gradual at 11% over the 20 year period 1990-2010 and is projected by the Metropolitan Area Planning Council at 6% for the period 2010-2030. The most significant shift will be the increased number of residents over 65: in 2010 the over-65 population represented 11% of the population; by 2030 it is projected to represent 23% of the population. The impact of this age sector on library planning will be critical.

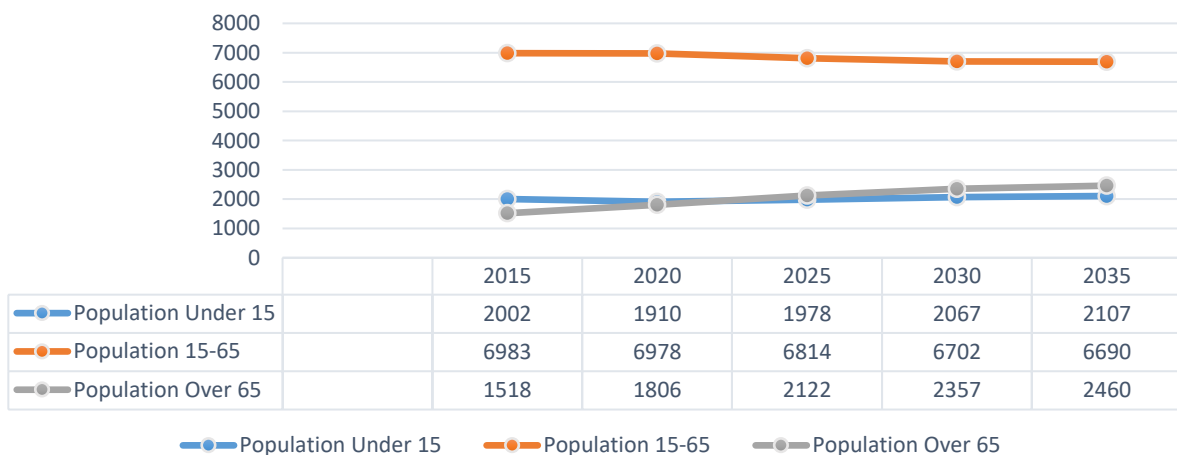
Hanson Growth Projections 2010-2030

Source: Metropolitan Area Planning Council



The UMass Donahue Group's 2015 report *Long-term Population Projections for Massachusetts Regions and Municipalities* projects that levels of growth will slow for the Southeast Region after 2020. For the region as a whole, residents in their 30's and their school-age children are anticipated to move into the area. At the same time, those in the retirement phase of their lives are anticipated to elect to age-in-place, shifting the population distribution in the over-60 age group, a trend already projected to be underway by 2020. The Donahue Group report suggests, as does the MAPC, that the age profile for the region will be older than it is currently, but more evenly distributed across all age groups.

Population Projection Summary, 2015-2035 (Source: The Donahue Group, Umass)



The Library and Town Governance

In the 1980's, the Hanson Public Library Board of Library Trustees, recognizing the need for additional space, decided to work with the Council for Elder Affairs, whose space was also crowded, to begin the process of constructing a joint facility on land donated by the Hanson School Department. This building, the current library, opened to the public in October 1991 and is the home of the Library and the Multi-Service Senior Center today.

The Hanson Public Library is a municipal department governed by a six-member elected Board of Library Trustees. Authority is granted to the Board of Library Trustees by Massachusetts General Law Chapter 78, sections 10-11. The Board delegates day-to-day operations of the library to the Library Director. The Library Director is hired, with the recommendation of the Town Administrator, by the Trustees. The Library Director is directly responsible to the Board of Library Trustees. All library staff are employees of the Town of Hanson. Staff include the Library Director, a reference librarian, 2 part-time children's librarians, a cataloger, a technical services librarian, 2 circulation assistants, and a custodian. The Library Director and reference librarian are full-time, all other staff work part-time. There are a total of 10 employees. The Town of Hanson has a full-time Town Administrator and conducts business through an open town meeting format.

Recent Planning Efforts

In 2007 the Library received a library building planning grant from the MA Board of Library Commissioners. No activity took place under that grant until 2018, when the Board of Library Trustees retained the services of a library consultant to assist in the development of a library building program. The Planning Committee first undertook the task of drafting and recommending a new strategic plan for the Library to the Board of Library Trustees. The *Hanson Public Library 2019-2023 Strategic Plan* was adopted by the Board of Library Trustees at its September 29, 2018 meeting.

Hanson Public Library Strategic Plan 2019-2023

Vision

The Hanson Public Library strives to enrich and strengthen our community.

Mission

The Hanson Public Library inspires curiosity and fosters life-long learning by connecting people and ideas. The Library provides access to a wide variety of resources, technology, and experiences in a welcoming, supportive environment.

Service Excellence: The Library strives to be an inviting place that provides exemplary customer service.

Books & Resources: The Library offers a variety of print, audio, visual, and digital materials which respond to the recreational and informational needs of the community.

Community Gathering: The Library serves as a place for individuals and groups to foster existing connections and form new relationships with others.

Programs & Activities: The Library endeavors to entertain and inspire creativity by offering a variety of enriching experiences.

Technology & Innovation: The Library is a resource for technology and digital content and assists people with incorporating technology into their lives.

The Strategic Plan provided the foundation for the work of the Planning Committee in the development of the Library Building Program.

In support of the Strategic Plan, the Library Building Program priorities include the creation of:

- **A welcoming, attractive building, a place people want to spend time**
- **Flexible spaces & furnishings**
- **Expanded public programming areas, large and smaller meeting/study rooms**
- **Contemporary and adaptable power and technology infrastructure systems**
- **Ease of navigating the facility, layout makes “sense” to patrons, fully ADA compliant**
- **Environmentally “friendly” and energy efficient systems**
- **Technology and telecommunications supporting library-owned and personally-owned devices**
- **Ability for secure use of public programming/meeting rooms after hours**

Community Priorities for the Library

Community input served as the foundation for this planning process. A series of open community meetings and focus groups, as well as online and paper surveys and open solicitation of ideas at the library, provided insight into the aspects of the current library that are valued by users, as well as their ideas for how the library could be improved. Most importantly, participants were thoughtful in envisioning what the Hanson Public Library would and could be like twenty years into the future, in 2038.

Community members, staff, Trustees, and members of the Library Foundation Board contributed their opinions, ideas, and suggestions to the process through a series of focus groups, open community meetings, and one-on-one conversations. A community “flip charting” at the library asked the question, “How could this library be improved? New programs or services?” A postcard was mailed to all residents of Hanson inviting them to complete the library survey. And last but not least, the community responded to a survey that was available online and in paper format. Approximately 30 individuals from age 8 and above participated in the focus groups and open community meetings, and over 400 individuals completed the survey. An additional 140 comments and suggestions were collected via the flip charts. There is remarkable continuity in the information gathered from all sources. The results of this community input process have been instrumental in shaping the plan for the new Hanson Public Library. See the attached appendices for an illustration of community priorities for the Library.

From the public input, and as evidenced in the use of the library, the Hanson Public Library is highly valued by the community. The library is an important contributor to the quality of life and well-being of the Town.

A sample of un-prioritized feedback received from the focus groups, the community meetings, the flip charts, and the survey, follows:

Question: What is important to the community served by the Hanson Public Library?

- *Borrowing books, DVDs, CDs, etc.*
- *Programs and classes for children*
- *Library staff are available to assist with research, technology and searching*
- *Access to computers, printers, other technology and the internet*
- *Delivery of materials to the homebound*
- *Programs and classes for adults*
- *Expanded learning opportunities for the community*

- *Expanded partnerships with community organizations, schools and groups*
- *Assistance using technology*
- *Clearinghouse for community information*
- *The “traditional” library, plus computers*
- *Free, indoor, non-commercial space to take children*
- *Music, DVDs*

Question: How could the library facility or services offered be improved?

- *Small meeting rooms, tutoring rooms, individual study spaces; learning spaces*
- *Unified Children’s Area for collection, creative play, crafts, bathroom within Children’s Room*
- *More public computers*
- *Improved acoustics to reduce traveling sound; quiet study areas*
- *Windows, natural light, incorporation of outdoor space into library space*
- *More natural air flow through the building*
- *Expanded and unified tween/teen/young adult area*
- *More accessible shelving*
- *Less crowded; more space*
- *After-hours meeting room use*
- *Green building*
- *Private study/small group study rooms*
- *Space for the historical collection*
- *Reclaim floor space from shelving*
- *Environmentally sensitive, flexible HVAC*
- *Comfortable seating, with natural light and outdoor views*
- *Places to use personal computers (access to electrical outlets, seating to accommodate the equipment)*
- *Expanded parking*
- *More programs for children, teens, and adults*
- *A significantly expanded multipurpose room to permit extensive public programming by the library*
- *Easier access to the collection-shelving lower, more spread out*
- *Improve wheelchair access*

Current Library Site and Other Sites Considered

The library is currently located at 132 Maquan Street, Route 14. There is adequate town-owned land to permit renovation and addition to the current building. Other possible sites are the land directly adjacent to the current library, where the deactivated Maquan School is located, and the site of the former Plymouth County Hospital. This site is now owned by the Town of Hanson and is being considered for a variety of uses.

The Town of Hanson Multi-Service Senior Center is also facing serious space constraints as its user population expands. Its services and those of the library are compatible, providing that adequate parking and internal spaces are available for public use. There is opportunity to respond to the space needs of both the Library and Multi-Service Senior Center through renovation and addition, as well as relocation of one or both of the departments. The community is fortunate to have viable options to address both areas of need.

In the event the Multi-Service Senior Center relocates, expanding the library to take over the entire facility would require major renovation and expansion. Achieving a reconfigured building footprint that would deliver library services consistent with the strategic plan, in a cost-efficient and staff-efficient manner, would need to be evaluated. The next phase of this project will require a cost-benefit analysis of new construction versus renovation, incorporating both construction and ongoing operating costs. Significant work would be required to modernize the current facility, including all building systems (with the goal being a LEED certified building). Further, internal and external space would need to be realigned to respond to the service priorities identified through the community input process. An extensive renovation and expansion would be required to meet the service delivery goals identified through the planning process.

Analysis of the Current Collections and Services

The Hanson Public Library collection reflects the continuing use of the library collection in the more traditional sense, with circulation of print materials remaining strong. The library collection is heavily used for leisure and entertainment, a popular collection. Eighty-one percent of survey respondents indicated that borrowing books, DVDs, CDs, and similar materials was “Very Important” to them. User choice-of-format patterns are clearly changing, however. Use of Overdrive eBooks and Audiobooks is growing substantially each year, while circulation of print materials has been stable. In FY18, Overdrive eBooks and Audiobooks accounted for 10% of the total circulation.

Total holdings submitted to the MBLC (Massachusetts Board of Library Commissioners) for the 2017 State Aid to Libraries Program were reported at 84,821 up 2,313 items from the prior fiscal year. The increase in collection size is attributable to added holdings in the non-print collection, which increased by 4,850, and a reduction to the print collection by 2,569 items. This shift reflects the changing user patterns and is indicative of the shifting of the collection away from print to non-print and electronic.

The under-15 population group accounts for 21% of the population, but accounts for 36% of the circulation. 28% of items in the collection are for children, 5% for young adults/teens. Efforts should be made to increase the children's and teen collection proportionately to support the higher circulation.

Collection maintenance activities are ongoing, with a concerted effort to remove outdated and under-utilized items from the collection, as well as to update sections of the collection in need of newer materials and expanded offerings. Planning for flexibility is a priority. This will ensure the library can respond to future needed rebalancing of collections and the changing use of space by the community.

Assessment of the Current Library Building

Built in 1991, the Hanson Public Library is an attractive, one-story, arts-and-crafts style building surrounded by a pleasing lawn and woodland. The building has an elevated roof line with clerestory windows. The 11,177 square foot building is shared with the Town's Multi-Service Senior Center. The Library and the Multi-Service Senior Center both make use of a shared entrance, handicapped accessible restrooms in the lobby area, and the shared community multipurpose room. They also share a 50 space parking lot, with patrons reporting they often have difficulty finding an available space. Nighttime lighting in the parking lot is inadequate.

There is a partial damp basement located under the community room, with 2 storage rooms and a mechanical room housing the hot water tank (new) and water service to the building. There are ongoing water infiltration issues.

The building is set back off Route 14, with the entrance to the shared parking area off School Street. School Street leads to the adjacent Maquan Elementary School and athletic fields. There is no signage pointing to the library on Route 14, nor at the turnoff to School Street. After turning onto School Street, there is a small sign for the Multi-Service Senior Center and Library at the entrance to the parking lot.



View from Route 14 and turn-off to School Street

The library portion of the building occupies 8,195 square feet. Local sources report that the library was undersized when it was built in 1991, and its construction certainly predates the installation of infrastructure to meet current library use. For example, access to electrical outlets is severely limited for both the public and for staff, and tel-data connection points are inconvenient and inflexible.

There is a shared entrance to a common foyer in the building. An external book return is located adjacent to the entrance, under the entryway roof. The community/multipurpose room is directly across from the entrance, and to the right are handicapped restrooms for men and women and the entrance to the library. The public restrooms are up-to-date and include changing tables.

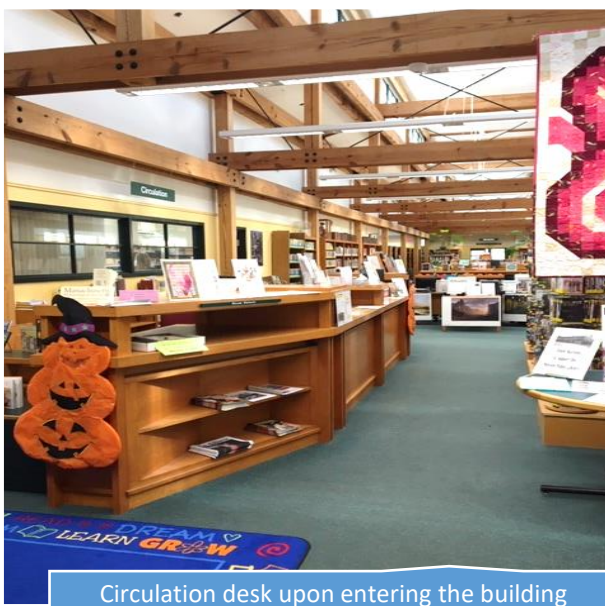
Looking into the library from the entry doors, one is struck by the simple elegance of the post and beam construction, the sense of openness and light created by the high center ceiling, and by the fact that there are no staff visible. All one sees are furnishings and collection.

The library is overwhelmed by furnishings and fixtures. The collection, and the shelving it requires, have expanded to consume almost all available floor space. Even with aggressive weeding of the collection, the expansion of formats has required additional types of storage.

The building and its furnishings show their age: systems are inadequate; furniture is uninviting and comfortable leisure seating is sparse; finding an electrical outlet to charge a laptop or mobile device is almost impossible; finding a quiet and comfortable space to read or work on a project is impossible as well.

One is struck by the lack of a clear path to staff, library resources, or work space. The building is crowded, physically off-putting, and difficult to use. These deficits are offset by staff with a strong and positive commitment to excellent customer service. The building in which staff perform their work interferes with their ability to perform at their best.

The original wooden circulation desk is tall, large and fixed in place. The desk is too high for those in a wheelchair and for children. Staff working at the desk cannot be seen by people entering the library, nor can staff see who is coming in. There is no circulation work room. Items being sent out and returned via delivery are received or prepared to be sent out in delivery from behind the overcrowded circulation desk.



Circulation desk upon entering the building

The floor space in front of the circulation desk is filled with carrouseles of DVDs, further blocking visibility, and reducing traffic flow into the library and at the circulation desk.

To the left of the entryway is the single computer designated for use by children, and beyond, in a separate space of approximately 485 square feet, is the Nancy M. Cappellini Children's Room, which houses toddler and early reader materials, one child-friendly table with 8 chairs, and space used for storyhour. A ledge around the perimeter of the room is used as seating for children.

Space for children's services is cramped, unattractive, and not designed for children. The primary function of the children's spaces is to house books, and in the toddler area, due to the seating ledge along the perimeter of the room, the shelving is for the most part not easily reachable by an average height adult. There is minimal area for creative play or reading or for parents and caregivers to sit with their children. The children's collection is divided into 2 separate areas of the library: the Nancy M. Cappellini room houses the toddler/easy reader collection; the remainder of the children's collection is located adjacent to the main entrance. There is no leisure seating in either area and no work area for staff in either location.



To the right of the entryway is a photocopier and the remainder of the children's and young adult collections. Seating for children and teens in this area is limited to 4 seats.

Hidden from public view, behind the DVD carrouseles, are the desks and work area for the children's and reference librarians. Staff provide public service, as well as do their planning work, from these desks. Due to the limitations on electrical and tel-data (there is a single internet connection with a switch that splits the connection, with the shared load requiring replacement of the switch every 2-3 years) moving these public service/work desks to other locations would be a major undertaking. The location of these service desks results in staff having almost no visibility from their work area to the public service areas for which

they are responsible, nor to the stacks and seating areas that are in the 2/3rds of the building to their rear. Library patrons often mistake these staff desks for a public work area as they are “just there” in the middle of the library with no demarcation of the space. The location of the staff desks impedes public service, as well as jeopardizes the safety of the public and of library assets.

To the right of the 2 service desks are 3 rooms primarily serving as public computer areas. The Study Room, 6 feet by 12 feet, houses 2 computers and shelving for used books for sale; the Homework Center, 12 feet by 12 feet, houses 4 computers side-by-side on a table with no privacy barriers, a study table and chairs, the music CD collection, homework kits, and books on CD. The Computer Room, 6 feet by 12 feet, houses a single computer, an assistive text enlarging device, and a television monitor on a stand. It is also used to store spare technology equipment, further reducing available floor space.

The bulk of the remainder of the public area is devoted to library book stacks, most of which are 7 feet in height. Over time shelving has been added to accommodate the expanding collection, with lower shelving in the middle of what was probably open floor space when the building first opened. The shelving is so tall and so abundant, that the openness of the original design is lost, along with the connection to the outdoors through the tall and frequent windows. In addition, the tall shelving makes it difficult for people to see and reach items on the upper shelves.





Main floor views of adult collection

At the rear of the building is the Marie McLaughlin Historical Room, a small 10 foot by 20 foot room which houses the local history collection and serves as a small meeting room and the Board of Library Trustees' meeting room. A large wooden table and a dozen chairs take up about 80% of the floor space. In addition, a large digitization cradle and camera is stored in this room. The room is completely out of sight from staff, and in addition to the lack of electrical outlet access, suffers from inadequate climate control.



Entrance to Trustees'/small meeting room

The staff workroom is located directly behind the circulation desk, in a separate room. The space is limited, cramped, and inflexible. The staff workroom is where new materials are received and prepared for use by the public, and where items are added to the online system for public and staff online searching and requesting. The SAILS server is housed on an open shelf in the staff workroom. It is noisy (constantly humming) and unsecure.



SAILS server on workroom open shelves

The primary staff work space is 12 feet by 20 feet and houses 2 work desks and built-in shelving that does not meet current work needs, and provides storage for the Library Foundation, general office supplies and empty book trucks. The staff restroom is off a corridor leading from the staff workroom to the corridor leading to the Nancy M. Cappellini Children's room. The staff bathroom is not handicapped accessible.



There is an access door directly from the workroom to the rear parking area that is used for deliveries. There is no protective roof over the door and entry, resulting in library materials getting wet and in winter, ice underfoot for staff and the delivery personnel. The drive leading to the delivery door is narrow and not easy to navigate.

Next to the staff work area is a staff break room with a small kitchen setup, and beyond that the Library Director's office. The staff break room is adequate but utilitarian, and the appliances are outdated. The staff break room also serves as a storage area for office supplies and additional Foundation materials.

The Library Director's office, 8 feet by 12 feet, accommodates the director's desk and one visitor chair. There is no space for a table to conduct a meeting or lay out work, nor does the space permit a different arrangement of existing furniture due to 2 doors, one leading to the staff break room, the other to the main public area of the library. Although there is a large window in the room, the blinds must be down much of the time to reduce glare on the computer screen. The overall effect is a cramped and cave-like space.



The current shared community multipurpose room is inadequate in both availability and size. It is too small and is in constant demand, with the library, the Multi-Service Senior Center, and community groups such as the Scouts and the boards of other community organizations, contending for time. Library programs are often over-subscribed, requiring pre-registration resulting in staff-created “waiting” lists for those who don’t sign up in time. It is not uncommon for there to be 20 names on the wait list. The library also uses open floor space in the Multi-Service Senior Center for programs requiring a higher (50 people or more) seating capacity. During the daytime, the community room is almost constantly in use by the Multi-Service Senior Center. The Local History room, with its dysfunctional climate control mentioned above, serves as the library’s small meeting room.

Noise control is non-existent, and conversations carry throughout the building.

Storage space is severely limited, with any open bit of floor space being put to use. Files are located in staff work areas; equipment is stored in the computer and local history rooms; supplies are stored in coat closets and on open shelves; and other supplies are stored in basement space that houses mechanical systems.



Basement electrical room also serving as storage space

Repairs have been ongoing throughout the life of the building: a new roof was installed in 2015/16 (although there are continuing leaks); the HVAC system is constantly being repaired; and some of the windows that have degraded have been replaced. Even with ongoing repairs and replacement, many of the windows are cloudy and the seals on them have given way. The climate control is inconsistent, resulting in the local history/small meeting room and other areas of the building being almost un-heatable in winter. There are continuing issues with the mechanics of the climate control system. In addition, there are water runoff issues, as evidenced by recent flooding through the emergency exit located at the rear of the building.

From the community input gathered during the strategic planning process, it is clear the community recognizes the shortcomings of the current facility. The community is looking for a library facility that will be able to deliver the breadth and quality and quantity of library services they want from their library. Additional and flexible space, updated systems, and the return to a building that is welcoming, visibly attractive, and easy to navigate are key priorities for the library building program.

The New Hanson Public Library: The Overview

In thinking about the community input and trends in library service delivery and the designs that would enhance that delivery, it is clear that the direction for the new Hanson Public Library will be that of a community-focused, welcoming, flexible, and vibrant facility to serve the residents of Hanson. Services will flow across lines, yet maintain defined hubs of activity. Users will enter through the main doors into the Welcome Center, which will provide initial orientation to the library and its services, directions, and reader services requiring staff assistance. At the heart of the library's operations will be the Community Gathering area, designed to provide a range of experiences for users and to connect to other user services offered in the library. The Community Gathering space will provide attractive and comfortable leisure seating, work surfaces designed to support the use of various library-owned and personal technology, and will be designed with the flexibility to combine with the multipurpose space for an expanded public programming area. The Community Gathering area intersects with all other activities, providing direct access to Children's, Teens, Technology support, Popular Collections, the multipurpose, conference, and individual study rooms, as well as to the staff work area.



The new library facility will be bright, cheery, comfortable, and welcoming to library users, regardless of their age, their interests, and their use of the library's resources. It will be designed to be a vibrant and vital community center and gathering place for the community. The building will have superior acoustical management, creating an atmosphere that is comfortable and encourages users to spend time in the building. Mobile, flexible display systems for artwork, and the storage for such systems, will be incorporated into the building design.

All building systems will be brought up to contemporary standards, with lighting, power, data, security, and climate control systems that are forward-looking in design and maintenance. Building systems will be expected to be energy and cost-efficient and to be flexible to accommodate changes in future needs and technologies. There will be significantly more windows to bring the outdoors indoors, and they will be operable. The building will be a community model in energy efficiency and green building technologies, and will contribute to the green space in the community. The goal will be a high-level LEED certified building. The building will incorporate sustainability into its design, including management of water run-off, alternative energy utilization, and other priorities of the Town of Hanson over time.

The library will be designed to meet standard library load levels in all areas, to permit flexibility in use over time. In the ideal, the building would be on a single level to minimize the number of staff required and to facilitate accessibility and supervision of the building. If a single level building is not feasible, great care will be required in planning which functions are located on which level to minimize the impact on staffing levels.

The library will be designed with space flexibility. Furniture and fixtures will be mobile, adjustable, and reconfigurable. Access to electrical power will be convenient in all areas of the building. The new building will be technologically forward: self-service kiosks for the public, the potential for implementation of "card-free" technology for libraries, implementation of RFID for enhanced collection management, and consideration of an automated sorting system to free staff from routine tasks and permit them to be available throughout the building to provide more assistance to library users, to be planning and offering the public programming the community desires, and to be out in the community bringing library programs and services to residents.

The library collection will be flexible and managed with an eye towards trends in the changes in library use. The print collection will be spare yet supportive of community use. Collection decisions will be guided by current usage, understanding that adjustments will be anticipated, expected, and required over time. The Children's and Teen collections will be proportionately expanded, responding to both current usage of some 35% of circulation and to future sustained population projections for community youth.

The philosophy guiding library staff will be the “walk-around” librarian, with staff no longer tied to a service desk. Staff freed from the desk and routine processing activities will be better able to assist users in locating resources and using technology, and to plan and present more public programming, contributing to the educational and cultural offerings available to the community. The new Hanson Public Library will be a lively, vibrant, happening place, complementing and responding to the priorities of the residents of the Town of Hanson.

Area Descriptions

Note: Non-assignable spaces, e.g. restrooms, storage areas, mechanical spaces, are noted in each of the specific areas. However, the space allocated to non-assignable spaces is calculated based on the total square footage of assigned space. For the Hanson Public Library that calculation is 30% and is noted as an amount of square footage on the Summary Chart of Collection, Reader Seats, Square Footage on page 39-40 of this document.

Main Entrance & The Welcome Center

Main Entrance & The Welcome Center functions as the single point of control for the building, designed to make it clearly evident this is how one enters the building, and once inside, this is how to navigate the way. Users arrive in the building and will quickly and efficiently be assisted with a transaction, oriented to the location of a particular library service, or take advantage of a self-service transaction. This area of the library will be welcoming to all ages, immediately visible when a person approaches and enters the building, spare in its lines, easy to keep neat, and laid out in a way that permits discreet conversation between a user and a staff member to take place. There will be a service desk that will be minimal in design, and at a height that is approachable by all ages and abilities. The desk will feature open space on both sides of the service desk to facilitate the movement of people and equipment. The service desk will be designed to make it easy for staff to enter and exit; clear this is a staff-only area; and organized to minimize the number of staff required (preferably one person will be able to manage all activities at this desk). This area may contain a café cart with leisure seating in the area. The surrounding area is under the supervision of staff working at the Welcome Center Desk.

Contains:

Main Entrance: Faces parking lot; welcoming façade; green space; fully ADA accessible-e.g. automatic, double-door system; fire-suppressed book return linking directly to the staff workroom/automated sorting system; attractive exterior seating; bicycle parking; adjacent to handicapped parking; accessible ADA compliant signage for library hours

Interior Lobby: Spacious for easy, uncongested flow of individuals, groups, and devices such as strollers and wheelchairs; initial wayfinding to orient users as they prepare to enter the building; limited seating for those waiting for a ride; information display about library; moderates exterior and interior temperature; easy to clean, weather-resistant flooring

Welcome Center Desk: Staff-provided circulation services, i.e. library cards, account information/reconciliation; staff assistance/information on use of the library's services, collections and resources; self-service reserve pick-up; self-service (limited RFID

automated sorting for items returned at the desk) staff-assisted check-out and check-in; small workroom (@150 sq. ft.) adjacent to the desk for staff “off-desk” work, work-related telephone communication, minor repairs to materials, and the storage of lost and found items; public restrooms (additional restrooms for children located in Children’s Center)

Furnishings Required:

Exterior: weather-resistant, vandalism-resistant seating; vandalism-resistant garden planters; secure, attractive bicycle racks

Interior Lobby: one or two benches; wayfinding display

User Services Desk: Single point of service desk for circulation and reference/information functions at standing and sitting height, with sections compliant with ADA regulations and at child-height; power and data connections above and below the desk surface; flexibility of desk essential to accommodate future changes in service delivery and technology (no custom or built-in aspects); mobility of desk highly desirable; task chairs/stool for staff behind service desk; return access to sorting system; storage area for items processed by the sorting system; limited storage for items returned in person; display rack for library handouts; sufficient area behind and adjacent to the service desk to store items on hold for pick-up and items requiring staff attention

Café and “Bookstore”: Leisure seating, small tables, chairs; vendor-supplied café cart for beverages and light snacks (could be self-service); book trucks for used book sales

Restrooms: Units sufficient to meet or exceed local code; changing tables in each unit

Equipment:

Staff computer workstations with RFID pads, receipt printers

Devices to read phone account info (Apple pay for example)

Cash/credit/debit card transaction point equipment

Equipment associated with the automated/RFID sorting system

(Portable?) Telephone on desk and telephone in workroom

Book trucks for sorting system

Book trucks for in-person returns

Book trucks/mobile shelving for used book sales

Book trucks/mobile shelving for reserves on hold

Clock

Wastebaskets

Adjacent: Self-service kiosks for opac (on-line public access catalog), check-out, etc. for public (additional kiosks will be located in other areas of the library)

Photocopier/scanner/fax

Copier control card dispenser/cash handling system

Capacity

Lobby: 4 people; 100 square feet

Café/Booksale space: 6 people; 150 square feet

Book return/Sorting system: 50 square feet

Welcome Desk: 100 square feet

Welcome Desk Workroom: 150 square feet

Non-assignable space: Public restrooms; supply storage in Workroom; photocopier/scanner

Noise Level: High

Area Required: 550 square feet

Adjacencies:

Main entrance to building, public restrooms, Children's Center, Community

Gathering/Living Room Space/Popular Collections, Staff Areas

Children's Center

The Children's Center, which will continue to carry the name Nancy M. Cappellini Children's Room, will be a bright, cheery, welcoming space with segments devoted to the various developmental stages of childhood. The space will be highly flexible, with as much of the furniture and shelving as is possible on heavy-duty caster systems to easily permit the reconfiguration of space, in both the short and long term. The toddler area will be equipped with low shelving and bins for boardbooks and toys, storage for media appropriate for toddlers, and a play area for the very young. The toddler area flows into the easy reader section and contains materials in print and various media formats and appropriate-sized furniture. The collection focused on older children will be located adjacent to the easy reader section, with books, magazines, and media appropriate to that reading level.

The Story Nook and Toddler Creative Play areas will be configured to permit combining the space into programming space within the Children's Center. Furnishings and fixtures will be mobile and easily shifted to open up the space to house 25 children and caregivers.

The Children's Center will offer users the ability to check out materials from kid-sized and adult kiosks within the space. The kiosks will also serve as the public catalog.

Sight lines will be generous and open to permit easy monitoring of children using the area to ensure they are safe and using library resources appropriately. There will be furniture located in a variety of locations in the Children's Center for displaying the collection and for special displays from the community. Maintaining a window seat similar (but with a cozier design) to that in the current library is a priority. There will continue to be natural lighting with large windows, preferably with a view towards natural plantings. The Children's Center will be contained with glass walls, or glass upper walls, for sound containment and to reduce opportunities for children, for their safety, to leave the area without their caregiver. There will be a uni-sex restroom equipped with child-sized fixtures and a changing station accessible only from the Children's Center.

The Children's Center will be directly adjacent to the Multipurpose Room, which will be available for programs with a large attendance. In between the Children's Center and the Multipurpose Room will be a craft room with a sink that can be used by children and by adults, and a coat room with adult and child-height hangers/racks and a "stroller parking lot" to accommodate strollers coming into the building. In the ideal, there would be a uni-sex family restroom located directly adjacent to the area.

Contains:

The Children's Center contains the children's collection in all formats, equipment for using the various media in the collection, computers and other technology learning devices, such as a computer learning wall, appropriate to children, age-appropriate leisure reading areas with lounge furniture, study/work tables, a small storyhour nook for approximately 20-25 children, a play area for toddlers and younger children, and a restroom for use by children and their caregivers. A family restroom will be located in the Children's Center area.

Furnishings:

Flexible, moveable, highly adjustable shelving and other storage for the collection
Mobile art display units
Lounge seating for children and adults; floor seating for children
Study/work tables at various sizes to accommodate everything from toddler to adult
Display furniture at child-height
Storage for various types of media
Staff workstation
Secure storage

Equipment:

Self-service kiosks, 1 child-sized
Computers for use by children
Oversize digital touch screen wall
Touch table
Various equipment to play media in collection
Book trucks
"Trucks" for moving materials to/from the multipurpose room for programs
Portable telephone

Capacity:

Story Nook: 25 children; 225 square feet
Toddler Play area: 15 children; 450 square feet
Easy Reader: 5 children; 150 square feet
Older Children: 5 children; 150 square feet
Total Reader seats: 50; 975 square feet
Computers and learning tables: 10 seats; 150 square feet
Staff Service Point: 150 square feet
Collection: 20,000 books and AV; 1,600 square feet

Non-assignable space: Family restroom; stroller parking; storage for games, storyhour support items, etc.

Noise Level: High

Area Required: 2,875 square feet

Adjacencies: Main/User Services Entrance, Multipurpose and Meeting Rooms

Teens and Tweens:

The Teen area will be designed with the middle school to high school set in mind. It will be comfortable, with teen-friendly furnishings, games, displays, and technology equipment. There will be walls or other architectural elements for noise containment. Much of the wall area should be clear for visual oversight. It will be important to create a space that retains a sense of privacy for its users while maintaining good visibility of the area. Computer equipment use is expected to be with a portable device, “checked-out” from centralized storage. There will be 1 public computer workstation and printer.

The Teen area will also be directly adjacent to the Meeting and study rooms, providing direct access to group study areas. The collection housed in this area will focus on current, popular reading materials and media, with ease of use of the broader collection housed in the adjacent Popular Collections.

Furnishings:

Durable, fun teen lounge furniture

Tables with chairs for group work, games, creative activities

White board or white wall

Portable staff workstation

Portable, lockable storage cabinets

Equipment:

Computer/printer/scanner

Equipment for listening/viewing media

Capacity:

Leisure and table seating: 8 seats; 240 square feet

Collection: 3,500 items; 300 square feet

Noise Level: High

Area Required: 540 square feet

Adjacencies: Community Gathering/Living Room; Meeting & Study Rooms

Community Gathering/Living Room Space and Popular Collections

The Community Gathering/Living Room Space will provide leisure seating and casual study/work seating. The new titles in print and other media will be housed in this area, near the Welcome Desk and the self-check kiosks. The heavily-used new titles and media

will be housed closest to the Main Entrance/Welcome Desk. The Fiction collection will be adjacent to the new titles/media/leisure reading area, and Non-fiction will be housed to the back of the area. A limited number of public computers/printers/scanners will be housed in this area, supplemented by computing units such as portable “checked out” tablets or similar devices for use throughout the building.

Sight lines from the Staff Services desk throughout the area will be maximized, requiring careful and creative planning for the selection and arranging of shelving. Consideration will be given to at least some portion of the collection being arranged/displayed in a “bookstore-like” fashion, to market the collection.

The area will be light and comfortable. There will be windows for natural light adjacent to leisure seating. Furniture and fixtures will be flexible, durable, and easy to keep clean. A staff service point/work area will be located in the space. The space may include flexible office system individual study “rooms” with glass walls for sound reduction and monitoring of activity within the space. The general feeling of this area of the building is relaxing and welcoming and it will serve as the “living room” of the library. At least some portion of the space will be a “food friendly” space with appropriate flooring and furnishings.

Furnishings

(Note: all furnishings are to be sturdy, easy-to-clean items)

Combination shelving/display units on casters for new titles in various formats

Standard library shelving for fiction, non-fiction, large print collections

Shelving height no greater than 60” desirable

Flexible shelving/racking systems for media

Leisure seating

Tables for working with oversize materials

Wired tables and individual study furniture

Task chairs for public seating at tables

Easy-to-move seating for user convenience throughout the shelving area

Portable workstation on casters for staff

Half-size book trucks

Self-service dispenser for a variety of portable library technology devices, laptops, iPads, tablets, eReaders, and similar devices

Locking cupboards or similar housing for portable devices for use in the building and/or for loan

Equipment

Self-service kiosks

Capacity

Leisure seating for 25 people: 750 square feet

Work table/station seating for 20: 600 square feet

Adult Collection:

New Collection (Book and Media Titles; Periodicals): 3,000

Media: 7,500

Large-Print: 4,000

Fiction: 14,200

Non-Fiction: 12,200

Periodicals and Newspapers: 100

Total Adult Collection: 41,000; 3,150 square feet

(Note: a large number of titles will be available on a portable electronic device, such as a tablet, for use in the library or to check out for home use)

Staff Service Point: 150 square feet

Non-assignable space: Display furnishings & storage; storage for “loaner” computer devices

Noise Level: Low, minimal, low-level conversation

Area Required: 4,650 square feet

Adjacencies: Main Entrance/Welcome Desk; Teens; Meeting & Study Rooms

Multipurpose Meeting and Program Rooms; Group and Individual Study Rooms

The multipurpose, program, small meeting, and group and individual study rooms will be flexible in design and provide access to a high level of electronic and technology connectivity. The multipurpose and small meeting rooms will be located next to each other and will be accessible for “after-hours” use. These rooms will have zoned security and energy-management climate control system and lighting controls to facilitate use outside of library hours. Sound insulation will be at the highest level. A small kitchen will be adjacent to the multipurpose and small meeting rooms and will also be accessible for after-hours use.

Multipurpose Room:

This space will be the primary location for programming events, those organized by the library and those organized by community groups. In the ideal, this room is located directly adjacent to the Children’s Center for ease of programming, as well as directly adjacent to the stroller/wheel-chair parking area. The multipurpose room will also be near, if not

adjacent, to the Teen & Tweens area. The flexibility of the space will be enhanced through sound-proof folding divider walls, and with a “portable” stage that can be dropped down from its storage on the wall and can also serve as additional raised bleacher-style seating. The room will be equipped with an integrated, state-of-the-art sound and projection system that is easily accessible for repair/replacement. A minimum of 2 walls will be available for projection purposes. The room will have superior sound-containment, surfaces that are durable, and furniture and flooring that is easy to clean and maintain. In the event the building requires an elevator, the multipurpose room will be adjacent to the elevator, and the elevator is either not required to enter the space for after-hours use, or the elevator is contained within the area of the building that can be segregated for use when the library is closed. The room will also have a direct ADA compliant exit to the outside. There will be minimal windows, with a light-blocking, easy-to-operate, durable shade system. There will be ample storage for chairs, tables, miscellaneous furniture and fixtures immediately adjacent.

Furnishings:

125 adult chairs; 100 child-sized chairs; 50 story hour floor cushions; 12 flexible and attractive portable tables; podium; trash/recycling receptacles

Equipment:

Smart whiteboard (either portable or on wall) with associated printer or similar technology

State-of-the-art projection device and sound system

Easels

Mobile refreshment cart (to be stored in kitchen area)

Capacity: 125 adults

Non-assignable Space: storage for chairs when not in use; easels; supplies such as flip charts; technology and AV equipment not built in to room

Noise Level: Moderate to High

Area Required: 1500 square feet in meeting room

Adjacencies: Children’s Center; Teens & Tweens

Small Meeting & Group Study Spaces

The small meeting rooms (2 rooms) can be used for a variety of purposes including community group meetings, training sessions, staff meetings, group study, and classes. These rooms will be in the same area of the building as the multipurpose room to facilitate after-hours access. As with the multipurpose room, the rooms will be completely flexible in

layout. Sound control will be at a very high level. The walls will be a combination of clear, for visual control, and those prepared to be used as white board space or similar technology. Each room will be equipped with the technology needed for online training, video conferencing, and group planning activities. One of the small meeting rooms will be designated the Marie McLaughlin Historical Room, housing the historical collection, and serving as the meeting room for the Board of Library Trustees.

Furnishings

Sturdy, flexible, portable tables able to seat up to 12 people in each room

Task chairs: 24 task chairs, 12 in each room

Wastebasket/recycling receptacles

Storage unit on wheels for items such as flip charts, markers, paper pads

Equipment

Computer/projection equipment (may be built-in)

Smart whiteboard (portable or wall-mounted) with associated printer

Video-conferencing system

Capacity: 12 adults in each room

Area Required: 400 square feet in each room; 800 square feet total

Adjacencies: Meeting Room

Individual Study Rooms

The individual study rooms (2 rooms, up to 4 people per room) will be designed for those seeking a quiet area for concentrated work, whether it be to study, to tutor, or as an adjunct to their office. The rooms may be modular office systems, providing greater flexibility over time. The rooms will have superior sound control, will be well outfitted technologically and electronically, and will be constructed to permit visual control from outside the room; one wall will be prepared as a white board or similar system.

Furnishings:

Portable, easy to clean table that seats 4 in each room

8 task chairs, 4 in each room

Wastebasket/recycling receptacles

Equipment:

Smart white board, easel

Capacity: 4 in each room; total of 8 in 2 rooms

Area Required: 100 square feet each; total of 200 square feet

Adjacencies:

Community Gathering/Living Room; Teens & Tweens

Staff Areas

Staff Room: The Staff Room is for staff to take breaks from work and to eat lunch and dinner. The space should be comfortable, with tables and chairs for eating, and leisure furniture. The Staff Room will have a full-size refrigerator/freezer, a microwave, a full-size sink, a counter with sufficient space to hold an electric coffee maker/tea kettle, and cupboards or shelving for storing dishes, food supplies, and items such as paper towels. There will be a small separate storage area for cleaning supplies for the kitchen. There will be lockers for staff to secure their belongings, and a coat rack or closet. The room will be adjacent to the Staff Workroom and to a staff bathroom. The room will be away from active public space, but in the ideal would be within easy distance of the Welcome Desk to make it possible for a staff member to quickly respond to a need for assistance.

Furnishings:

Small table seating 6-8

6 chairs for table seating

4 lounge chairs with side tables

Small bookcase and/or coffee table

Bulletin board

Receptacles for storing food waste and regular trash, recycling

Counter space with storage cupboards above and below

Equipment:

Full-sized refrigerator

Microwave

Stove

Dishwasher

Coffee and tea makers

Capacity: Up to 8

Noise Level: Low to Moderate

Area Required: 360 square feet

Adjacencies: Staff restroom; Welcome Desk; Staff Workroom

Work Room

The Staff Work Room is the area where books and library materials are received and processed on a daily basis, mail is received, and items are processed, repaired, added to or deleted from the collection. The automated sorting system will terminate in the Work Room, with items being sorted into their appropriate bins. The sorting system will be

accessed directly both externally (by way of an external library materials return slot) and internally (by an internal materials return slot and by staff at the Welcome Desk) within the Entrance/Welcome Desk area. A private office for the Library Director will be located directly adjacent to the Staff Work Room. Library staff and volunteers will work in this space.

The Work Room needs to be highly flexible, permitting easy reconfiguration as library needs change. Furnishings such as tables, desks, shelving, and storage cabinets will be rolling stock. Power and data will be available at a high level in the Work Room. There will be a noticeable amount of open floor space in the Work Room, to permit ease of movement of bins and book trucks and to accommodate the ebb and flow of materials resulting from incoming and outgoing deliveries. There will be a delivery door/loading dock directly into the Work Room.

Furnishings:

Work tables

Task chairs

Portable storage cabinets

Portable shelving units

Bulletin board

Equipment:

Sorting System

Computers, Printers

Telephone

Capacity: 8-10 (staff and volunteers)

Delivery Receiving/Processing: 200 square feet

Staff Work Area: 350 square feet

Non-assignable Space: staff restroom, storage for shipping, processing, and general office supplies, closet for staff coats, lockers

Noise Level: Moderate

Area Required: 550 square feet

Adjacencies: Welcome Desk, Library Director's Office

Library Director's Office

The library administrator's office will be located adjacent to the staff workroom, with direct access to the Welcome Desk area. The office will include a desk/workstation, file

storage, and a table and chairs to accommodate meetings and project work. Furnishings should be flexible, permitting future rearrangement.

Furnishings:

Desk/workstation

Task chair

Table and 6 task chairs

Filing cabinet

Coat rack

Equipment:

Computer

Printer/scanner

Telephone

Capacity:

6 people at table

Noise level: Moderate

Area Required: 200 square feet

Adjacencies: Staff Workroom; Board of Library Trustees meeting room; Welcome Desk

Additional Non-assignable Requirements:

Custodial storage and workroom, utility room, general storage, computer server room

Summary Chart of Collection, Reader Seats, Sq. Footage

Area	Section	Collection	Reader Seats	Tech and Meeting Rooms Seats not included in Reader Seat Count	Square Footage Estimate
Main Entrance and Welcome Center					
	Lobby		2		100
	"Café"/Booksale area				150
	Book Return/Sorting System				50
	Welcome Desk				100
	Welcome Desk Workroom	100			150
	Non-assignable: Photocopier, scanner/fax), Public Restrooms				
Subtotal		100	2		550
Children's Center					
	Story Nook		25		225
	Toddler Creative Play		15		450
	Easy Reader Seating		5		150
	Older Kids Corner with seating		5		150
	Computers/interactive learning			10	150
	Collection	20,000			1600
	Staff service point/work area (covers Teen area)				150
	Non-assignable: Stroller parking, Storage for games, storyhour supplies, Family restroom				
Subtotal		20,000	50	10	2875
Teens & Tweens					
	Leisure and table seating		4	4	240
	Collection	3500			300
Subtotal		3500	4	4	540

Community Gathering/Living Room Space/Popular Collections					
	Leisure seating		25		750
	Work tables/technology stations		10	10	600
	Collection (new, high traffic, periodicals)	3000			300
	Collection (fiction, non-fiction, audio-visual)	38000			2850
	Staff service point/work area				150
	Non-assignable: Storage for "loaner" computer devices, Display furnishings				
Subtotal		41,000	35	10	4650
Meeting & Study Rooms					
	Multipurpose Room			125	1500
	Small meeting & Group Study Rooms/Trustees' Meeting Room/Local history collection	150		24	800
	Individual Study Rooms			8	200
	Non-assignable: storage for chairs, tables, easels, supplies such as flip charts; technology and AV equipment not built in to room				
Subtotal		150		157	2500
Staff Areas					
	Staff Break Room				360
	Staff Workroom/Delivery Processing	300			550
	Director's Office	20			200
	Non-assignable: staff restroom; Custodial Storage/work area				
Subtotal		320			1110
Total Assignable		65,070	91	181	12225
Non-assignable 30% of gross area	Public restrooms, mechanical space, general and supply storage, server closet, etc.				3667
Grand Total Collection, Seats, Square Feet		65070	91	181	15892

Appendices

Hanson Public Library Planning Survey	page 42
Survey Results	page 46
Project Promotion & Publicity	page 50
Town Meeting Handout	page 52

Library Planning Survey Appendix A



Hanson Public Library Planning Survey 2018

The Board of Trustees of the Hanson Public Library is seeking your help as they begin to think about options for improvements in library services to the community and the library facility that supports those services. Please assist with this effort by responding to this survey by March 9, 2018. Thank you.

If you are completing the survey in paper form (rather than on the Library website), please return it to: Hanson Public Library, 132 Maquan Street, Hanson, MA 02341

1. Thinking about the library and the community it serves, how important is each of the following:

	Very Important	Moderately important	Less important	Not important	No opinion
Borrowing books, DVDs, CDs, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloading digital books, music, movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and classes for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and classes for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers, printers, other technology, and the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance using technology and technology equipment, personal and library-owned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small community meeting rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large community meeting/program room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private individual/group study rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Separate quiet areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Art exhibit space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix A Community Survey

	Very Important	Moderately important	Less important	Not important	No opinion
"Office" space for entrepreneurs, start-ups, work-at-home individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job and career resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library staff available to assist with research, technology, and searching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gaming space/room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maker space (3-D printers, craft equipment such as sewing machines, jewelry making equipment, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded learning opportunities for the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded open hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for the local business community (i.e. research assistance, computer training)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded partnerships with community organizations, schools, groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides a space for meeting and interacting with neighbors and friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place to meet new people and make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery of library materials to the homebound	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)					

Appendix A

Community Survey

2. Members of my household would use the library more if there were (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> More public computers | <input type="checkbox"/> A unified area for tweens/teens/young adults |
| <input type="checkbox"/> More comfortable seating | <input type="checkbox"/> The books, DVDs, CDs, and other parts of the collection were easier to access (i.e. lower shelving, more space around materials, more displays of materials.) |
| <input type="checkbox"/> Quiet study areas | <input type="checkbox"/> Hours of public service were different/expanded |
| <input type="checkbox"/> Comfortable seating with natural lighting and outdoor views | <input type="checkbox"/> More places to use personal computers (access to electrical outlets, seating to accomodate equipment) |
| <input type="checkbox"/> A small meeting room for community use | <input type="checkbox"/> More public programs on topics of interest |
| <input type="checkbox"/> Small study rooms for individuals or groups | <input type="checkbox"/> Expanded parking |
| <input type="checkbox"/> A larger, unified area for children's activities | <input type="checkbox"/> An expanded selection of museum passes to borrow |

Other (please specify)

3. If the library redesigned its space, which of the following would you like to see (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Small meeting rooms | <input type="checkbox"/> Incorporation of outdoor space into library space (reading garden for example) |
| <input type="checkbox"/> Expanded/unified children's area | <input type="checkbox"/> Staff were more visible, easier to find |
| <input type="checkbox"/> Expanded/unified tween/teen/young adult area | <input type="checkbox"/> Signage was improved |
| <input type="checkbox"/> Private study/small group study rooms | <input type="checkbox"/> Lighting was improved |
| <input type="checkbox"/> Expanded leisure seating area | <input type="checkbox"/> More natural air could flow through the building |
| <input type="checkbox"/> Separate children's program and craft/creative learning area | <input type="checkbox"/> Art exhibit area |
| <input type="checkbox"/> More open floor space | <input type="checkbox"/> Ability to access the public meeting space when the library is closed |
| <input type="checkbox"/> More accessible shelving for books, DVDs, CDs, etc. | <input type="checkbox"/> Space for historical collections |
| <input type="checkbox"/> More parking | |

Other (please specify)

4. What is your age group?

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> 14 and younger | <input type="checkbox"/> 40-59 |
| <input type="checkbox"/> 15-24 | <input type="checkbox"/> 60-75 |
| <input type="checkbox"/> 25-39 | <input type="checkbox"/> 76 and older |

Appendix A
Community Survey

5. What do you value most about the Hanson Public Library?

6. How does the library benefit you and/or the community?

7. Are there new programs, services, equipment, or other improvements you think would enhance the library and result in your using the library more?

8. Are there physical changes that you think would enhance the library and result in you using it more?

9. We would like to thank you for participating and offer you the chance to win a \$25.00 gift certificate from Shaw's. Please add your contact information below if you would like to participate in the drawing.

Name

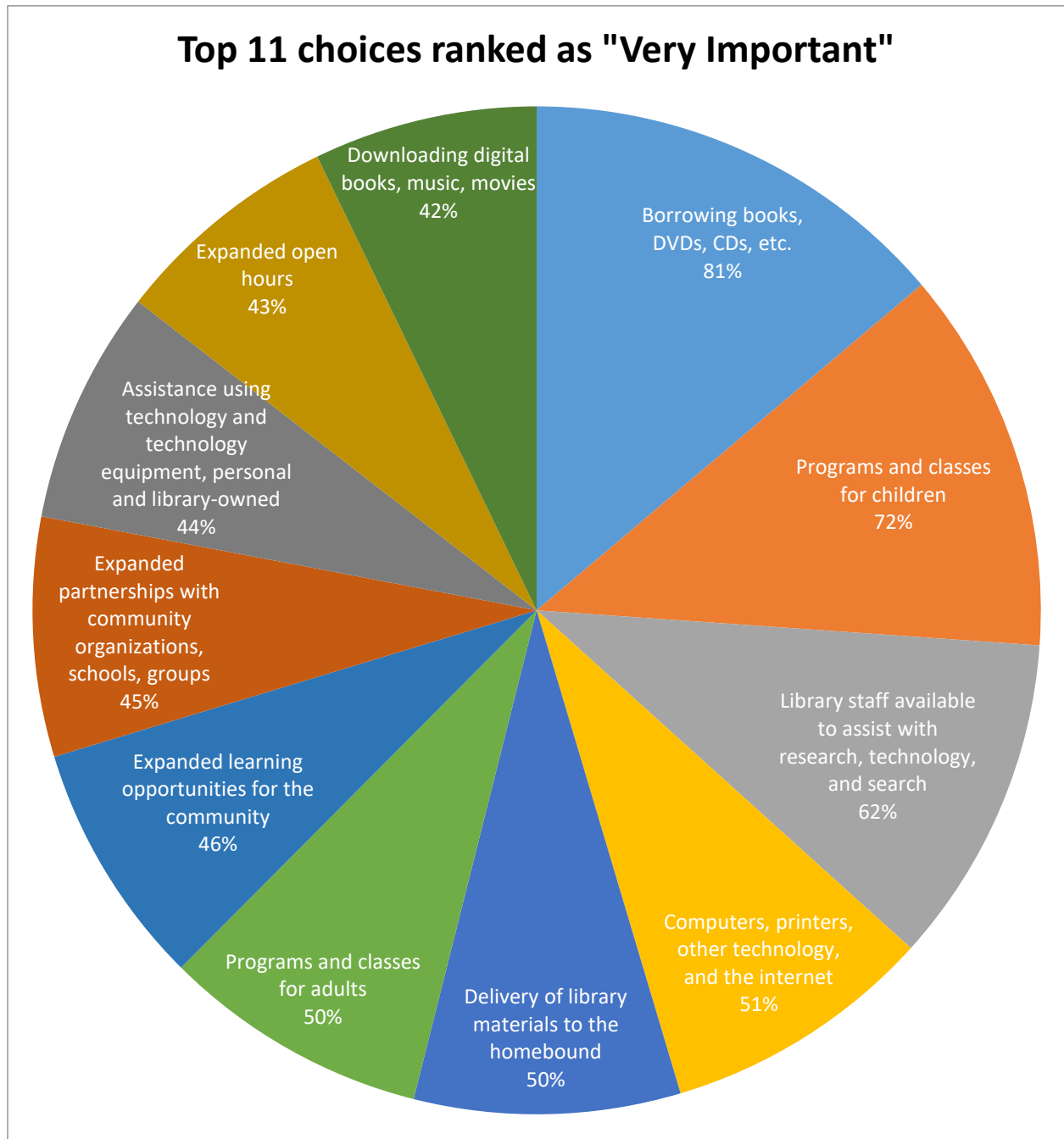
Email Address

Phone Number

Appendix B

Selected Survey Results

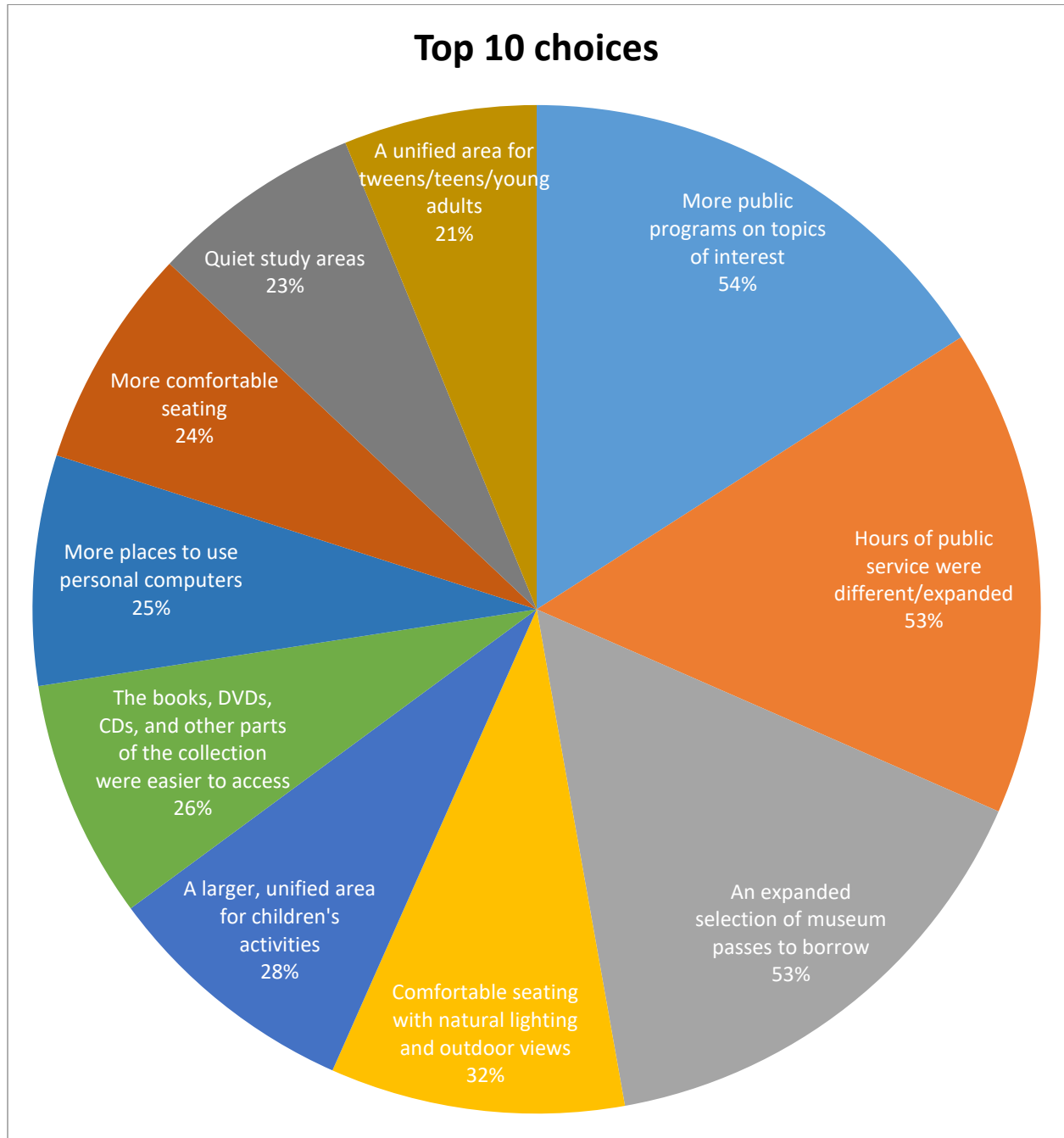
Question 1: Thinking about the library and the community it serves, how important is each of the following?



Appendix B

Selected Survey Results

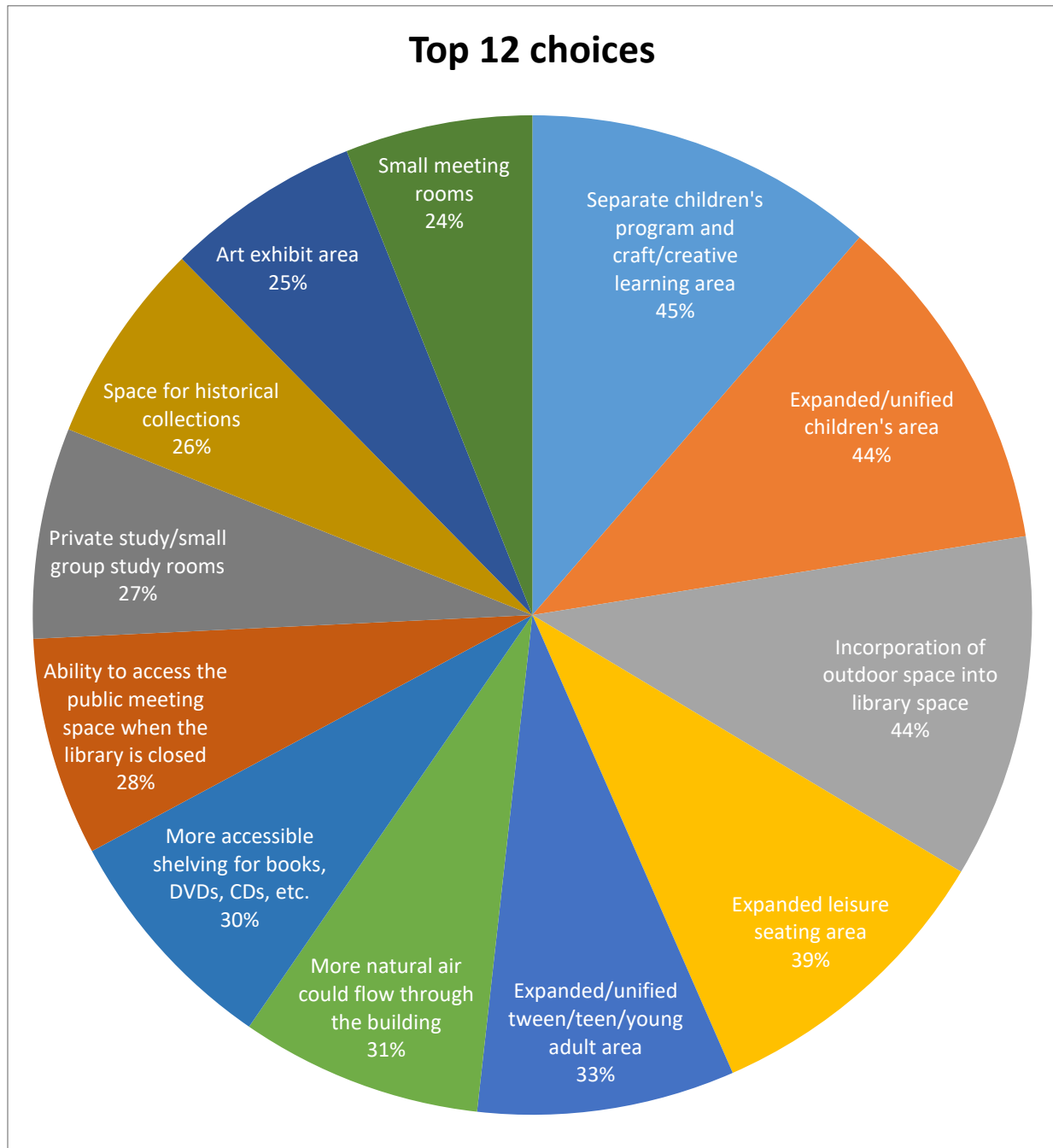
Question 2: Members of my household would use the library more if there were...?



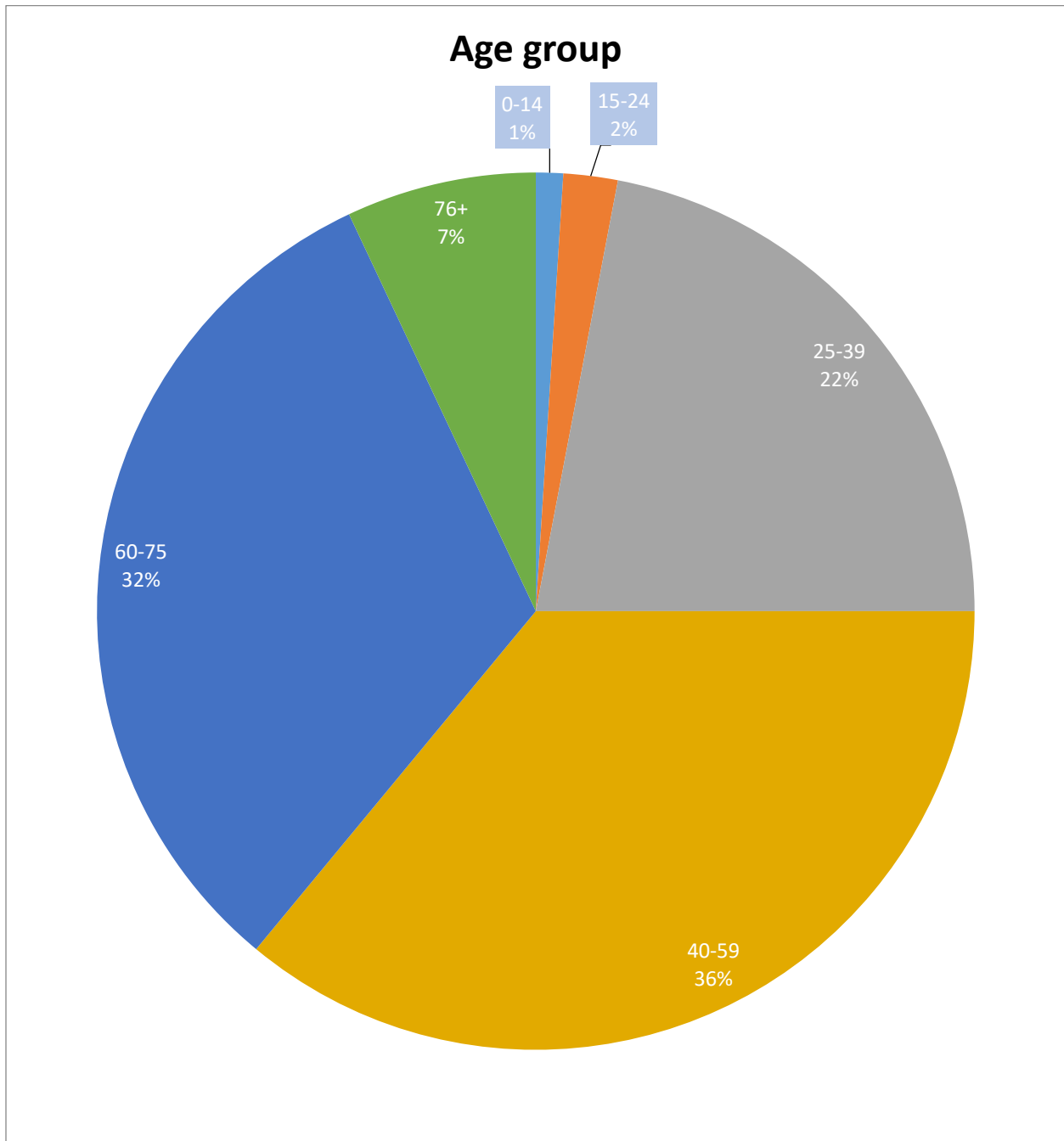
Appendix B

Selected Survey Results

Question 3: If the library redesigned its space, which of the following would you like to see?



Question 4: What is your age group?



Front View



Back View

<p>Hanson Public Library Planning Survey 2018</p> <p>The Board of Trustees of the Hanson Public Library is seeking your help as they explore options for improvements in library services to the community and the library facility. Please assist with this effort by responding to our survey by March 9, 2018. Thank you.</p> <p>The survey is available to complete online at: hansonlibrary.org</p> <p>If you prefer to complete a paper copy, you may pick one up at the Library or Town Hall. You may also call the library at 781-293-2151 to have a copy of the survey mailed to you. Please return paper copies to: Hanson Public Library, 132 Maquan Street, Hanson, MA 02341</p>	<div><p>NONPROFIT ORG US POSTAGE PAID HANSON, MA PERMIT NO. 05</p></div> <p>RESIDENT HANSON, MA 02341</p>
--	---

Whitman-Hanson Express Article

Whitman-Hanson Express Article from March 1, 2018

From page 1:

Hanson Library looks ahead

Surveys, focus groups provide data on community views

BY TRACY F. SEELYE, EXPRESS EDITOR
EDITOR@WHITMANHANSONEXPRESS.COM

HANSON — Job applicants are frequently asked, “Where do you see yourself in five years?” The Hanson Public Library is asking patrons some similar questions about its next 20 years, and is en-

couraged by the public’s feedback so far.

A survey, now being circulated on the town website and via email to regular patrons as well as on paper at the circulation desk, will soon be mailed out to gather data through March 9 on the library’s future

program offerings and expansion needs.

One need not be a Hanson resident, as library patrons from other communities are encouraged to take part in the study.

continued on page 9

From page 9:

Hanson Library looking ahead through surveys

continued from page one

So far, the online survey has garnered more than 200 responses, according to Library Director Karen Stolfer of the project being conducted concurrently with the state-required strategic plan, which helps the library apply for grants. The aim is to finish both planning efforts by the fall.

“It’s kind of the first step toward expansion,” Stolfer said last week. “Before you can apply for a construction grant, the state requires you to have a building program on file with them.”

The library has contracted with Boston-based independent consultant Ruth Kowal to conduct the online and mailed survey.

“She’s helping us with

this first stage in the process,” Stolfer said. “She is [also] looking at our collection, what our statistics show, measurements of the building. ... You have to project out for 20 years growth.”

Kowal would be available to help make a presentation to a town meeting either this fall or next spring.

“We’re going to use input I get from the building program to help me write the strategic plan,” said Stolfer, who was aware of a state planning and design grant approved several years ago — as well as the Trustee’s wish to move forward with it — when she came on board as director. “I’ve worked here for 13 years, so I know what some of the deficits of the current facility are. ... I just want to compare it to what people say.”

Patrons have also been taking Sharpie in hand to provide some off-the-cuff feedback to a series of four questions on flip charts in the library.

The first question asked patrons to share their favorite things about the library — with responses including kids’ programs, painting classes, story times, the helpful staff and being able to borrow from other libraries through the SAILS network. Follow-up questions involve what the library does for the community; what new services, programs or equipment would prompt greater use of the library; and are there physical changes that would enhance the library’s mission.

Demographic data will be part of the study, and focus groups will also be a part of that research with the Library

Trustees slated to take part in one with Kowal on Tuesday, Feb. 27, with later focus groups to include the Library Foundation as well as members of the public to follow in early March. Discussions will also be conducted with town leaders, including Town Administrator Michael McCue — who has already begun doing that — and the Board of Selectmen as well as the School Committee.

“We’re trying to get input from different groups in the community,” she said.

The next steps would include a feasibility study, focusing on possible forms of expansion — adding on to the existing building, new construction and, if the latter, the proper location.

“This first documents helps you with that,” said Stolfer,

adding the state requires that three potential locations be submitted for consideration in the case of new construction. She said, if that is the direction sought, the current location, Maquan School or the Plymouth County Hospital site are among the possibilities.

The survey also asks residents and patrons from outside Hanson for their feedback on some possible new directions for the library, such as making workspace available to start-up or home-based businesses as well as small meeting rooms for community groups to use.

“We’re trying to see what people want from the library, compared to what we have currently,” Stolfer said.



your Hanson Public Library

For the past nine months, the Hanson Public Library has been involved in a planning project. The result is a new five-year Strategic Plan, which is the first step in planning for the future of the Library building. The community input gathered about the library facility and library services has been invaluable, and we want to share it with you!

There were 412 responses to our community input survey, 31 focus group participants, and over 140 comments to questions posted in the Library.

Five areas of focus were identified through the survey:

Service Excellence
Books & Resources
Community Gathering
Programs & Activities
Technology & Innovation



Priorities that support these themes were determined from the input received. Members of the community consider it important that:

- The Library provide a high level of service excellence
- Books and digital resources remain an important part of what the Library offers
- The Library be an inviting place
- Educational and entertaining programs continue to be offered to all ages in the community
- Patrons have opportunities to interact with new technologies and receive help with technology



Visit the Library's website at
www.hansonlibrary.org/planning
to read the full Strategic Plan, which was adopted
by the Board of Trustees on September 29, 2018.

